



## Christian County Library Job Description

**Job Title:** IT Support Specialist

**Reports To:** IT Manager

**FLSA Status:** Non-Exempt

**Location:** Nixa Community Branch Library (primary); all branches (secondary)

**Schedule:** Part-time, approx. 24 hours/week; occasional weekends may be required.

**Pay Scale:** \$15.00/hour

**Deadline:** First consideration **Tuesday, October 17th, 2023**. Review of applications will continue until the position is filled.

To apply, complete and send the [CCL Employment Application](#), resume, letter of interest, and a list of references to [jobs@christiancountylibrary.org](mailto:jobs@christiancountylibrary.org) or mail to:

Nixa Community Branch  
208 N. McCroskey St  
Nixa, MO 65714  
Attn: Mary Miller

**Summary:** Assist the IT Manager in meeting the technology needs of staff and patrons through maintaining hardware, software, and equipment solutions.

### **Educational and Experience Requirements**

Minimum:

- High school diploma and 2 years of professional IT-related experience

Preferred:

- IT Helpdesk or support experience
- CompTIA A+, Network+, or other related certifications

**Duties and Responsibilities** include the following. Other duties may be assigned.

### **Operate the Library IT Help Desk**

- Respond to staff questions regarding computer hardware and software, the online library catalog, internet use, wireless access, phone systems, firewall, and other library applications and technologies
- Troubleshoot problems with computer systems both software and hardware
- Work closely with staff to repair computer systems and provide technical assistance
- Maintain consistent computer uptime and appropriate response time to meet staff needs

- Educate staff on the use of the ticketing system and suggest system improvements to the IT Manager
- Work within our service contracts to resolve tickets efficiently and recommend discontinuation or implementation of new service contracts to the IT Manager

### **Configure, Install, and Maintain Library Technology**

- Install, configure, and assemble computers, monitors, printers, scanners and related hardware using specific hardware configurations
- Repair hardware and software, traveling to branches as appropriate for emergencies
- Manage automation of system updates and manually review coming updates for potential issues
- Work with vendors to coordinate warranty returns and repairs when necessary
- Assist IT Manager with implementing technology grants
- Assist in creating and maintaining an inventory of library technologies
- Assist IT Manager in organizing technology data and statistics

### **Maintain Routine Library Technology Services**

- Monitor and deactivate overdue patron hotspots
- Assist IT Manager, Communications department, and other library administration in updates and maintenance of the library website

### **Communication with Co-Workers & Administration**

- Effective, timely, thorough, and respectful communication with co-workers in person, by phone, in writing, or by email
- Effective, timely, thorough, and respectful communication with Administration on scheduling requests, absences, co-worker performance issues, procedures, policies, and other

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Routinely move up to 50 lbs.
- Rarely move up to 100 lbs.
- Routinely position self to maintain equipment under desks, in tight spaces, and on shelving
- Routine work in a stationary position
- Routinely ascend/descend ladders

- Perceive malfunctioning electronic equipment
- Inspect equipment from a distance of 20 feet
- Interact with small and large computer parts up close and from a distance

### **Knowledge, Skills, and Abilities**

- Excellent computer skills: Windows, Mac, Linux, iOS, Android, etc.
- Ability to troubleshoot and diagnose hardware and software issues for computers, printers, scanners and other electronic devices
- Basic knowledge of networking hardware and concepts including routers, switches, firewalls, DHCP, DNS, active directory, etc.
- Ability to present ideas and provide instruction, comfortable with teaching and using various forms of technology
- Ability to adapt to multiple demands and changing priorities, to learn, and be willing to embrace change
- Ability to develop or demonstrate necessary decision-making, leadership, team-building, strategic, and conflict resolution skills
- Ability to set priorities, organize, and coordinate multiple projects
- Ability to successfully maintain performance of assigned duties and responsibilities to achieve the desired outcome
- Ability to communicate effectively verbally, in writing, and by listening
- Ability to interact in a positive, effective manner with co-workers, supervisors, and the general public
- Ability to perform with minimum supervision, to work collaboratively in a team environment, and to demonstrate professional standards, good judgment, dependability, and timeliness in work environments