

## Spokane County Library District

**CLASSIFICATION: N13**

**POSITION TITLE:** Desktop Administrator

**GENERAL PURPOSE:**

Responsible for desktop and laptop computers and peripherals. Provides technical support to end users.

**POSITION SUMMARY:**

Under the direction of the Information Technology Manager, the Desktop Administrator is responsible for selection, purchase, installation, maintenance and repair of desktop and laptop computer hardware, software and peripherals.

**ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Selects, purchases, installs, maintains and repairs desktop and laptop computer hardware, software, and peripheral equipment. Troubleshoots hardware and software problems.

Coordinates with the system and network administrators to assure network security and optimum performance.

Creates procedures for configuring, installing, and maintaining hardware and software.

May direct the work of the IT Tech.

Responds to help-desk requests by providing advanced hardware and software support or referring to appropriate IT staff.

Works a flexible schedule to include evenings, Saturdays and Sundays.

Travels to District facilities on a regular basis.

Attends work on a regular and dependable basis.

Hears, sees, speaks and listens to individuals to work with staff and customers.

Interacts in a professional and respectful manner with District staff and the public.

**OTHER JOB FUNCTIONS:** Performs other tasks as assigned.

**SELECTION FACTORS:**

(Candidates selected for employment must satisfactorily demonstrate possession of these factors during a prescribed probationary period and afterwards, for continued employment.)

**Knowledge of:**

- Computer operations in a networked environment with TCP/IP protocols and current versions of Windows;
- Current versions of Windows Server software and Active Directory;
- Operating systems and applications, including disk imaging and back-up software in a Windows Network environment;
- Enterprise computer deployment and security tools;
- Desktop and server security including enterprise anti-virus software and Windows Software Update Service;
- Internet, e-mail, and office applications including current versions of Microsoft Office;
- Troubleshooting desktop computer hardware and software.

**Ability to:**

- Set priorities and work collaboratively;
- Organize and manage complex projects;
- Communicate effectively both orally and in writing;
- Think critically, problem solve, make independent decisions and exercise sound judgment;
- Establish and maintain effective working relationships with co-workers, vendors and the public;
- Provide technical assistance to customers having varying levels of technical expertise and aptitude;
- Work a flexible schedule to include nights, Saturdays and Sundays;
- Physically perform the essential functions of the job.

**MINIMUM QUALIFICATIONS:** Persons applying for a position of this class should have:

Bachelor's degree in an information technology related field and three years current, full time work experience with desktop support or related IT field. Experience working in a Windows Network environment preferred.

**Or** five years current, progressively responsible full time work experience with desktop support, including installation, repair and maintenance of Windows desktop computers, or related IT field may substitute for the bachelor's degree.

**Or** any equivalent combination of education, training or experience that assures satisfactory performance of essential job functions.

Read and use English and understand numbers in print and electronic formats.

Should be able to successfully pass a background check.

Valid driver's license and normal risk insurability. Must provide own transportation.

**TOOLS AND EQUIPMENT USED:**

Personal computer and associated software, KVM switches; typical office equipment, computer repair tools.

**WORK ENVIRONMENT:**

(The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

Work is performed primarily in an office environment while sitting at a desk using a computer or while standing at a counter for extended periods of time. Installing or repairing computers may require lifting heavy equipment and maneuvering in tight spaces. Hearing, speaking to customers, staff and telephone callers; multiple interruptions; and solving problems requiring research and interpretation are illustrative of the mental and physical requirements of the position. Frequent travel to a variety of locations to perform work is required.

***The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.***

***The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.***

New position: revised 10/7/10