

Spokane County Library District

CLASSIFICATION: N12

POSITION TITLE: IT Operations Assistant

GENERAL PURPOSE:

Responsible for the administration and maintenance of integrated library system software, including developing training resources; administers the daily operation of the telephone system, coordinating training and providing documentation for District staff. Demonstrates new products and develops training resources. Provides direct service on the help desk.

POSITION SUMMARY:

Under the direction of the Information Technology Manager, the IT Operations Assistant configures, troubleshoots and maintains integrated library system software; administers the daily operation of the telephone system; files for E-rate reimbursement. Provides training and training materials to staff; develops training resources specific to SCLD. Demonstrates new products. Staffs the IT help desk as scheduled; responds directly to service requests or refers to appropriate IT staff.

ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES:

In coordination with the Web Services Coordinator, monitor and analyze ILS operations; carry out tasks necessary to maintain peak performance; resolve ILS problems within scope of authority and competency.

Create and run ILS vendor-supplied and original statistical and informational reports, including use of vendor supplied API capabilities; assist staff in creating templates to run their reports; coordinate with the ILS vendor and other IT staff as necessary.

Create and maintain ILS documentation; carry out daily processes including morning ILS reports and customer notices, daily backups, weekly server restarts; maintain ILS configurations to meet evolving needs.

Research and test new, non ILS software applications as assigned for implementation by the District.

Coordinate ILS training for current and new staff; develop training materials for the ILS; provide appropriate training of other application software in response to a specified need; develop training resources; demonstrate new product information to relevant staff for any kind of District supported application software as assigned.

Administer the daily operation of the telephone system and make programming changes: monitor federal E-rate regulations; submit applications for E-rate discounts and payments.

Provide help desk assistance; respond to customer requests electronically, by telephone or in person; refer to appropriate IT staff as necessary.

Work a flexible schedule including evenings, Saturdays and Sundays.

Attend work on a regular and dependable basis.

Hear, see, speak, and listen to individuals in order to work with staff and customers.

Interact in a professional and respectful manner with district staff and the public.

OTHER JOB FUNCTIONS: Perform 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:

- Complex database issues in a client-server environment;
- General procedures relating to the gathering and analysis of data and the preparation of reports;
- Computer software, including word processing, database, spreadsheet and other specialized software;
- Methods for effective software training.

Ability to:

- Provide quality customer service;
- Establish and maintain effective working relationships with those contacted in the course of work;
- Provide technical assistance to staff having varying levels of technical expertise and aptitude;
- Troubleshoot software and hardware problems including telephone systems;
- Express ideas clearly and concisely in writing and orally;
- Develop training programs and tools using appropriate software;
- Utilize a variety of computer software programs and equipment to perform duties;
- Gather and analyze data and prepare reports;
- Physically perform the essential functions of the job.

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

Five years recent full time in-depth work experience with a complex client server database application, an integrated library system preferred; Unicorn Library System experience preferred; Microsoft software experience required; public library experience in technical services, information services or circulation services preferred. Experience with telephone system administration or Cisco Call Manager preferred. Coursework in computer related field preferred. Two years demonstrated experience in troubleshooting and resolving software and desktop computer problems with at least one year experience in integrating new software applications into an ongoing system. College degree in computer related field may substitute for up to three years work experience. Demonstrated ability to train others in software usage, coordinate projects, and successfully work with outside vendors is also required.

OR any equivalent combination of education, training and experience that would assure satisfactory performance of the 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; office equipment such as a calculator, telephone, copy machine, fax machine; integrated library system.

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 or computer terminal or while sitting at a counter for extended periods of time. 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. May occasionally drive to other locations to perform work.

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.

FLSA Class: Non-Exempt Salary Range: N12

New Position: 01/01/08; rev 02/18/09 pi