

Spokane County Library District

CLASSIFICATION: N10

POSITION TITLE: IT Technician

GENERAL PURPOSE:

Assists the Desktop Administrator with the installation, maintenance and repair of desktop computer hardware, software and peripherals. Responds to requests for service as assigned, following established procedures.

POSITION SUMMARY:

Under the supervision of the Information Technology Manager, the IT Technician assists the Desktop Administrator following established procedures to install, maintain and repair desktop computer hardware, software and peripherals. Responds to requests for service as assigned. Maintains help-desk records.

ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES:

Under the direction of the Desktop Administrator, follows established procedures to install, maintain and/or repair desktop computer hardware/software and peripheral equipment, including all printers. Performs routine maintenance. Troubleshoots hardware and software problems. Refers complex issues to the Desktop Administrator.

Carries out daily routines as assigned. Answers telephones and refers calls as needed; responds to help desk requests by providing hardware and software assistance, to include troubleshooting and hardware repair. Maintains help-desk records.

May assist with IT staff training initiatives as assigned.

Works a flexible schedule including evenings, Saturdays and Sundays.

Attends work on a regular and dependable basis.

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

Interact 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:

- Troubleshooting desktop computer hardware and software;
- Maintaining and repairing computer hardware;
- Microsoft office application software.

Ability to:

- Provide technical assistance to customers having varying levels of technical expertise and aptitude;
- Deal with the vendors, callers and staff in a tactful, pleasant, courteous and diplomatic manner;
- Organize and maintain records and files;
- Express ideas clearly and concisely, verbally and in writing;
- Utilize a variety of computer software programs and equipment to perform duties;
- Gather and analyze data and prepare reports;
- Establish and maintain effective working relationships with other employees;
- Provide quality services in a cost-effective manner and recommend improved methods of performing the work;

- Physically perform the essential functions of the job.

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

High School Diploma or equivalent. Three years of increasingly responsible desktop support experience, including installation, maintenance and repair of desktop computers, two years college-level training with specialized course work in desktop support or related field may substitute for two years of experience.

OR any equivalent combination of education, training and experience that would ensure 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, 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.

FLSA Class: Non-Exempt

Salary Range: N10

New Position: 9/1/10