



Bullitt County Public Library Technology Support Clerk, Clerk II

Department: Information Technology
Reports to: Library Director

NATURE OF WORK

The technology support clerk performs a variety of tasks to support BCPL staff and patron workstations, audio-visual equipment provided in library meeting spaces, and various stand-alone and networked equipment used to provide library services, including telephones and other communication systems. This position requires a flexible and collaborative working style, including the ability to effectively respond to requests for assistance, either in person, or via phone or email, in troubleshooting and solving day-to-day hardware and software problems. Additionally, this position provides support to the library administration by performing system maintenance functions, as assigned.

ESSENTIAL POSITION FUNCTIONS

- Assists with the maintenance of daily operations of the library computer systems including, but not limited to, hardware, software, networks, and Internet connectivity.
- Provides on-the-job training for new technologies to staff, as required.
- Creates logs of system maintenance work, as performed.
- With the input of the Library Director, prepares specifications for purchase of computer software, hardware, supplies, and other equipment.
- Monitors server logs and events, and performs necessary server maintenance.
- Monitors network security and performs necessary maintenance for stability and performance, in compliance with federal and state regulations.
- Monitors data storage and performs necessary maintenance, including backup routines.
- Maintains and increases knowledge and skills through attendance at meetings, conferences, and training seminars.
- Remains aware of new technologies which have application to library operations.
- Responds to accessibility requests to staff and patrons using the library's technology.
- This job description does not necessarily reflect all aspects of the job functions.

JOB REQUIREMENTS

- High school diploma or equivalent, some college preferred.
- A minimum of two years' experience in computer or technology-related services.
- Proficient in MS Office suite, e-mail, Internet.
- Ability to read and speak English proficiently.
- Must be willing to work evenings and weekends as required.



SKILLS AND CHARACTERISTICS

- Ability to communicate effectively in written and oral expression, particularly in communication technical topics to novices, including patrons.
- Ability to project a positive, upbeat attitude and excellent interpersonal skills, even under stress.
- Analytical and problem solving skills, particularly in utilizing information technology best practices.
- Ability to interpret and implement library policy.
- Ability to work on multiple projects simultaneously.
- Ability to work both independently and with staff in a team environment.
- Ability to read and write, including by hand or typing.
- Ability to understand and follow verbal and written directions.

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.
- While performing the duties of this job, the employee is regularly required to talk and hear.
- The employee frequently is required to stand, walk, sit, stoop, kneel; use hands to handle or feel; reach with hands and arms; lift files, open filing cabinets, and bend or stand as necessary.
- The employee must occasionally lift and/or move up to 50 pounds.
- Specific vision requirements include the ability to see at close range.
- Fine hand manipulation (keyboarding).

WORK ENVIRONMENT

- Internal office space. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines, as well as more specialized networking equipment.
- Exposure to dust.

WORK DEVICES

- Networked library computer system equipment.
- General office equipment, including telephones.

Bullitt County Public Library is an AA, EEO and ADA employer