LIBRARY TECHNOLOGY COORDINATOR

DESCRIPTION OF WORK

General Statement of Duties: Performs complex technical work in the design, implementation, organization, and upgrade of library information systems, equipment, and services. Analyzes local and wide area networks, infrastructure, and equipment to determine network operating systems, protocols, hardware, software, and configurations. Prepares an annual technology plan. Responsible for the installation, oversight, monitoring, upgrade, maintenance, backup, and repair of all technology devices and network equipment including servers, LAN components, staff and PAC computers. Performs ongoing support for a variety of library technology and oversees library wide software installations and configuration. Participates in the ongoing assessment and enhancement of existing technology as well as new technology related to services deployed. Serves as the system technician for Central Dakota Library Network which uses the Horizon ILS platform from SirsiDynix. Serves as the technical liaison between Bismarck Veterans Memorial Public Library, Central Dakota Library Network, the Information Technology Division of the State of North Dakota, and City of Bismarck Information Services.

Supervision Received: Works under the general direction of the Library Director and Assistant Director.

Supervision Exercised: None.

EXAMPLES OF WORK:

1. Maintains proper records related to software licenses, equipment purchases and warranties, network configuration and topology, network performance and condition.
2. Handles local and wide area network planning, design, and installation.
3. Purchases, installs, configures, maintains, repairs, and monitors all network support equipment, including file, web, anti-virus, remote access, and web servers.
4. Oversees repair of existing computers, computer peripherals and network equipment, and other library equipment.
5. Manages third parties involved in the installation, configuration and repair of computers, computer peripherals and network equipment.
6. Provides technical support to staff and patrons by investigating and resolving hardware and software issues.
7. Develops and updates technology plans for staff and public access systems.

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8. Performs as the System Technician for the Central Dakota Library Network, a consortium of 20 libraries, to monitor and maintain Horizon circulation system and equipment, and provide ILS support to Central Dakota Library Network members.

9. Provides information, testing, and recommendations for new technology to library administration.

10. Assists in the evaluation of new software to ensure functionality, compatibility, and integration of new applications.

11. Provides after-hours support as needed.

12. Develops, coordinates, and offers technology related classes for the public, as time allows with other duties.

13. Performs other duties of a comparable level/type as required.

MINIMUM QUALIFICATIONS:

<u>Education and experience</u>: Bachelor's degree in a computer science related field from an accredited institution. Minimum of five years of progressively more complex computer and network installation, maintenance, and repair experience with both Windows and Apple computing platforms. Preference given to applicants with system administration experience with the ILS platform Horizon and Horizon Information Portal (HIP).

<u>Required Knowledge, Skills, and Abilities</u>:
Knowledge of server hardware and operating systems.

Knowledge of computer software installation, maintenance, and repair principles.

Knowledge of systems and database design and management.

Familiarity with library systems, library database processes, and library operations.

Demonstrate ability to write well, handle important correspondence, produce quality documentation, and maintain organized record keeping with minimal supervision.

Ability to effectively and easily communicate technical topics to novices.

Establish and maintain positive, professional interpersonal skills with the staff, public, CDLN members, vendors, and library stakeholders even under stressful situations.

Working knowledge of all versions of the Windows operating system, Windows Server, Cisco router programming, Local Area Network protocols and infrastructure.

Considerable experience working with PCs, software, hardware, servers, printers, scanners, self-check machines, and other public access environment technologies and applications.

Skill in problem solving.

Skill in prioritizing and planning.

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Experience with software testing and understanding of quality assurance practices.

Experience with managing and/or interacting with software and/or subscription service vendors.

Project management experience or familiarity with project management methodologies.

Experience with creating or establishing a virtualized server environment, preferably VMWARE.

Experience with creating or establishing a system designed to image computer systems or push software to end-users desktops.

The physical activities of this position are:

Stooping: Bending body downward and forward by bending spine at the waist. This factor is important if it occurs to a considerable degree and requires full use of the lower extremities and back muscles.

Kneeling: Bending legs at knee to come to a rest on knee or knees.

Crouching: Bending the body downward and forward by bending leg and spine.

Reaching: Extending hand(s) and arm(s) in any direction.

Standing: Particularly for sustained periods of time.

Walking: Moving about on foot to accomplish tasks, particularly for long distances.

Pushing: Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.

Pulling: Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.

Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. This factor is important if it occurs to a considerable degree and requires the substantial use of the upper extremities and back muscles.

Fingering: Picking, pinching, typing or otherwise working primarily with fingers rather than with the whole hand or arm as in handling.

Grasping: Applying pressure to an object with the fingers and palm.

Feeling: Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.

Talking: Expressing or exchanging ideas by means of the spoken word. Those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.

Hearing: Perceiving the nature of sound with no more than a 40 db loss @ 500 Hz, 1,000 Hz and 2,000 Hz with or without correction. Ability to receive detailed information through oral communication, and to make fine discriminations in sound, such as when making the fine adjustments on machined parts.

The physical requirements of this position are:
Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

The visual acuity requirements including color, depth perception and field of vision for this position are:

MACHINE OPERATORS (including inspection), INSPECTION, CLOSE ASSEMBLY, CLERICAL, ADMINISTRATIVE: This is a minimum standard for use with those whose work deals largely with preparing and analyzing data and figures, accounting, transcription, computer terminal, extensive reading, visual inspection involving small parts, operation of machines (including inspection), using measurement devices, assembly or fabrication of parts at distances close to the eyes.

The conditions the worker will be subject to in this position are:

None: The worker is not substantially exposed to adverse environmental conditions (such as in typical office or administrative work).