
Technology Coordinator

Department: Library
Report to: Library Director
FLSA Status: Non Exempt
Last Update: February 2022

POSITION SUMMARY

The person in this position is responsible for overseeing the maintenance and upgrade of all computers and computer systems, including the network, used within the library. They are also responsible for troubleshooting problems with the system, with individual computers, printers, other technology devices as needed and with Internet access.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Works with Computers and Computer Systems

- Troubleshoots problems arising with any computer workstation
- Loads new software
- Updates new versions of software in a timely manner
- Maintains servers and workstations by updating security and virus protection software
- Notifies Library Director when service agreements are needing renewal and when new software or hardware is needed
- Learns to use the automated circulation / catalog software in order to insure a better feel for any problems experienced by staff in its use.

Works with Staff

- When needed, instructs staff in the correct procedure for copying or saving files, for using security features, for how to correct problems that may arise during the course of a workday, for using e-mail passwords, etc.
- Oversees the creation of individual e-mail accounts for staff
- Upon the Director's request, trains other staff members in the use of various software and hardware

Works with Patrons

- Teaches technology classes to the public within the library at various times throughout the year
- When available, troubleshoots problems that occur as patrons use the library computers when other library staff are unsuccessful in their efforts to solve the problem at hand

Library Development

- Communicates with other technology personnel within the Northeast Kansas Library System, the City of Paola, the library's circulation software technicians, and with internet providers whenever necessary in order to facilitate technology within Paola Free Library
- Explores new technology possibilities for use within the library and makes recommendations to the Director accordingly

POSITION REQUIREMENTS

Experience: Previous experience working with and troubleshooting computers and computer systems

Education / Certification: Degree in computer technology preferred. Several years of working with computers as a technician will be considered as a substitution.

Knowledge, Skills and Abilities: This position requires a thorough knowledge of the way computers work and the ability to diagnose and solve software and hardware problems. Candidates should be familiar with current trends in technology and should have patience in dealing with those who are less familiar with computer problems and computer maintenance. They should also have patience in dealing with other technicians they may need to contact by phone.

Working Conditions: This is a low stress job situation. However, there will be occasional times when installation or repair deadlines required to get the library up and running will mean working late night or weekend hours when the library is closed.

Physical Requirements: Requires the ability to sit at a desk for extended periods of time, ability to lift 30-40 lbs. and to lift 30 lbs. up to 5' high. Mobility and flexibility to stand, walk, bend, pull, push and perform similar body functions. Must have hand/eye coordination sufficient to operate office equipment as necessary; must be able to see for reading materials; ability to speak and hear both for personal and telephone contacts as well as for effective communications with patrons, staff and other clientele.

Wage Range: \$17-20/hour

Hours: This is a part-time position with a flexible schedule of up to 19 hours per week.

Duties listed are intended only as illustrations of the various types of work performed. Omission of specific statements of duties does not exclude them if the work is similar, related or a logical assignment to the position. This job description does not constitute an employment agreement and is subject to change as the library's needs and requirements of the job change. The state of Kansas and city of Paola are at-will employment jurisdictions. The city is an equal opportunity employer. Applicants/employees with disability as defined in the Americans with Disabilities Act may request accommodation to perform the positions' functions. Requests should be directed to the Director of Human Resources.