



JOB DESCRIPTION

Title: **I.T. TECHNICIAN I**
Department: Information Technology
Class Code: 3275
FLSA Status: Non-Exempt
Effective Date: September 27, 2017 (Rev. 07/2025)

GENERAL PURPOSE

Under the supervision of the IT Support Supervisor, oversees the daily maintenance and operation of all Library technologies. Works collaboratively with Library and Murray City IT to develop a reliable infrastructure. Supports the vision and mission of the Library to optimize both the staff and patron user experience.

ESSENTIAL DUTIES

- Performs high-level complex operations on the Library ILS including authorized system administration functions and the ongoing systematic review of all system activities.
- Provides the first level of technology support for Library staff.
- Thoroughly investigates all system problems. Clearly documents pertinent facts; provides follow-up for manual and system problem status reports; investigates and resolves routine hardware and communications problems; ultimately responsible to ensure prompt and complete problem resolution; routes computer related problems to appropriate Murray City IT or third-party vendor support personnel.
- Keeps IT Support Supervisor and Library Director apprised of the status of operations on a regular basis.
- Works with IT staff to help resolve network and computer issues with the both the Library network and Murray City network.
- Purchases computer hardware, software, and technology related equipment and related supplies.
- Updates or installs new operating systems or application software releases in order to keep systems running at their most current level.
- Maintains technology inventory to ensure uninterrupted operations and a regular hardware replacement schedule.
- Maintains software licensing and subscription inventory for the Library.
- Maintains all computing, networking, and peripheral hardware in conjunction with existing Library maintenance agreements.
- Performs installation, setup, reconfiguration, and decommissioning of all Library computing devices that have reached end of life on both the Library and Murray City networks.

- Serves as contact with the IT department to ensure the Murray Library is conforming to best practices and established standards to meet the needs of the Library computer network. Also ensures Murray IT standards are maintained on the Murray City network.
- Performs related duties as assigned.

MINIMUM QUALIFICATIONS

Education and Experience

- Graduation from high school and a minimum of two (2) years of experience working in a library computer technology related position, or any equivalent combination of education and experience.

Special Requirements

- Must be adaptable to changing work hours. Must be willing to work evenings and Saturdays.

Necessary Knowledge, Skills and Abilities

- Thorough knowledge of Windows and Apple systems and Microsoft Office applications.
- Knowledge of filtering, security and firewall applications.
- Knowledge of WordPress preferred for collaboration with our web development team.
- Knowledge of library terminology including digital records, procedures, routines, and equipment.
- Ability to support library-specific applications, including Integrated Library Systems and PC management systems.
- Ability to understand and carry out oral and written directions.
- Experience and know-how with local area networks and remote access solutions.

TOOLS & EQUIPMENT USED

- Technical, computer, network, communication devices, and office machines of all kinds.

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 frequently required to walk, sit and talk or hear. The employee is occasionally required to use hands to manipulate, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl.
- The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus to both print and electronic text.

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 a library setting. The noise level in the work environment is generally quiet.

DEPT/DIVISION APPROVED BY: _____ DATE: _____

EMPLOYEE'S SIGNATURE: _____ DATE: _____

H. R. DEPT. APPROVED BY: _____ DATE: _____