

DRAFT

1/11/2017

Job Title: PC Support Specialist

Description Type:

New

Revised

Department: Administration

Pay Grade: 6

FLSA Status: Non-Exempt

Reporting Relationship:

Reports to (Title): Library Director

List of direct reports (by Title):

Applicable

Not Applicable

Position Summary: The PC Support Specialist helps to maintain the network as well as software and hardware throughout the building

Essential Job Duties and Responsibilities

- Communicate well with staff, patrons and vendors to troubleshoot and explain problems with technology
- Communicate well with the public to explain policies and procedures of the network so that they can print, search online or use our wireless network with their own equipment.
- Ability to find online or other resources in to fix problems.
- Maintain backups and do restore upon request.
- Maintain logs & reports for PC Reservation.
- Maintain hardware and software inventory to comply with licensing agreements.
- Repair and install all networking hardware and software.
- Web design knowledge
- All other duties as assigned.

Qualifications:

- AA or equivalent from an accredited school
- Must possess working knowledge of computer architecture, networks and LAN environments
- Working knowledge of Office and Windows Software.
- Valid Illinois Driver's License

Working Conditions/Physical Requirements:

Ability to:

- Work in a typical office environment
- Stand, sit, walk, bend, stoop and climb intermittently

- Talk and hear
- See close, far and have the ability to adjust focus
- Finger, handle and feel equipment and objects
- Reach with hands and arms
- Occasionally lift 25 pounds and push/pull 150 pound carts