

North Central Kansas Libraries System

JOB DESCRIPTION

Job Title: Assistant Technology Consultant

Exempt: No

Grade: N

Reports To: Technology Consultant (NCKLS)

Department: North Central Kansas Library Systems (NCKLS) Date: July 2015

JOB SUMMARY:

The Assistant Technology Consultant is responsible for assisting with providing technology services and support to NCKLS staff and libraries under the direction of the Technology Consultant. This includes configuration, installation and maintenance of library hardware, networks and Internet connections. The Assistant Technology Consultant will trouble shoot issues and provide support by means of telephone, remote and in person visits. The position requires the ability to travel on a regular basis within the state of Kansas.

DUTIES AND RESPONSIBILITIES:

The duties and responsibilities described below are indicative of what the Technology Consultant may be asked to perform; other duties may be assigned.

1. Ensures that technical skills are maintained and thorough knowledge of policies and procedures in order to:
 - Become knowledgeable and implement all policies and procedures within the organization and department.
 - Diagnose problems and/or situations and find ways to solve the problem within the Library's established policies and procedures.

2. Ensures that all job responsibilities are planned out and completed within established deadlines:
 - Assists member libraries in purchasing, set-up, configuration and installation of computer systems and software.
 - Provides ongoing support and coaching to NCKLS staff and System librarians in use of computer systems (hardware and software).
 - Resolves library computer hardware, software, network, Internet, and automation system problems as they arise.
 - Communicates with system libraries through phone, e-mail and on-line for computer system support (i.e. installation, coaching, repairs, etc.).
 - Develops and maintains an inventory database of library hardware, software and configuration information consistent with delivery of library technology support.
 - Maintains computer maintenance records for system libraries.
 - Maintains Windows Servers for system applications.
 - Administers and programs multiple DNS servers used by all system libraries.
 - Designs and implements local area networks for system libraries. Includes router programming, configuration and installation.
 - Manages wireless networks in system libraries. Includes design, programming, installation and daily administration of wireless controller and Access points.

3. Supports the operations of the department/organization through:
 - Maintaining good working relationship with internal and external customers.
 - Establishing priorities and deadlines for work assignments.
 - Ensuring that all work is completed timely and accurately.
 - Maintaining NCKLS vehicles in a clean and working condition.

4. Demonstrates ability to support organizational changes needed to improve the organization's effectiveness:
 - Initiates and implements new methods, approaches or technologies.
 - Works cooperatively with others to produce innovative solutions.
 - Demonstrates openness to new organizational structures, procedures, and technology.
5. Demonstrates concern for satisfying customers:
 - Assists patrons in a respectful, friendly manner when approached with questions.
 - If unable to resolve the issue, assists in finding the individual(s) who can resolve the issue; follows up to ensure the patron's concerns were handled.
 - Maintains professional demeanor while responding to a patron who is disgruntled.
6. Presents a professional positive image to both internal and external customers:
 - Respects the confidentiality of information or concerns shared by others.
7. Contributes to the team's success including fostering teamwork with coworkers:
 - Listens and responds constructively to other team members/coworkers.
 - Expresses disagreements constructively (e.g., emphasizing points of agreement, suggesting alternatives that may be acceptable to the group.)
 - Enlists the cooperation and participation of co-workers.
 - Assists in the training of coworkers, especially new hires to the department.
 - Cross-trains in other areas of NCKLS functions as appropriate.
 - Carries his or her fair share of the workload.
8. Takes responsibility for one's own performance and continues to learn the skills necessary:
 - Identifies new areas for learning and incorporates into the job application.
 - With supervisor, sets specific goals or performance expectations about what will be done and how.
 - Continues to learn new techniques and methodologies related to the field.
 - Takes responsibility for own mistakes – does not blame others.
9. Manages one's time and resources effectively:
 - Gains an understanding of the tasks that must be undertaken and asks appropriate questions.
 - Understands the need for regular attendance, reporting to work at the designated time, and utilizes leave and break time in accordance with policy.
 - Weighs the costs, benefits, risks, and chances for success in making a decision.
 - Anticipates possible problems and develops contingency plans in advance.
10. Develops skills, utilizes technology and demonstrates care for use and maintenance of equipment:
 - Keeps current and understands most up-to-date industry computing offerings and trends through trade publications, peer networking, professional conferences, etc.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required at the time of hire or for continuation of employment.

EDUCATION AND EXPERIENCE:

- A minimum of 2 years' university, community college, business school, trade or technical school with a degree or certificate in Computer Technology.
- A minimum of two (2) years' experience in computing technology support.
- A minimum of two (2) years' experience in education, training and/or customer service.

- A minimum of two (2) years' experience with local area networks, server administration, operating systems and typical office software.
- Any combination of training and experience which provides the required, knowledge, skills, and abilities to successfully perform the job.

SKILLS AND ABILITIES:

- Ability to cooperate with NCKLS ~~and MPL~~ librarians and staff.
- Ability to provide expert advice without formal supervisory responsibility.
- Ability to instruct and train in methods and procedures.
- Ability to respond to complaints and grievances in a professional and courteous manner.
- Possession of a valid driver's license for travel to NCKLS libraries for on-site support.
- Ability to apply computer programming knowledge to solve member libraries' automated system-related problems and issues.

LANGUAGE SKILLS:

- Ability to communicate effectively with internal and external customers.
- Ability to communicate effectively in both written and verbal form.
- Ability to participate effectively in all types of meetings, including training workshops and public speaking.

MATHEMATICAL SKILLS:

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY:

- Ability to define problems and deal with a variety of situations.
- Ability to think quickly, maintain self-control, and adapt to stressful situations.
- Ability to use good judgment and effectively solve problems.
- Ability to plan work and establish priorities.

PHYSICAL AND WORK ENVIRONMENT:

The physical and work environments described are representative of those that must be met by an employee to successfully perform the function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these functions.

Physical Environment:

- The duties of this job include physical activities such as climbing, kneeling, crouching, stooping, kneeling, standing, reaching, walking, lifting (up to 50 pounds), fingering, grasping, talking, hearing/listening, seeing/observing, and repetitive motions.
- Specific vision abilities required by this job include close, distance and peripheral vision; depth perception; and the ability to adjust focus.

Work Environment:

- Ability to work under time pressures such as frequent "rush" jobs, urgent deadlines, etc.
- Ability to work under distractions such as telephone calls and other disturbances.
- Ability to work in an awkward or confining workspace.
- Ability to work in a dirty environment, involving situations where clothing could become dirty, etc.).