

CITY OF GLENDALE

TITLE:	Library Technology Supervisor	CLASS CODE:	410
REPORTS TO:	Library Manager	GRADE:	28
DEPARTMENT:	Library	FLSA:	E

JOB DESCRIPTION DATE: June 7, 2010 ajw

JOB SUMMARY

Oversees activities of the library LAN/WAN and associated computer technology resources provided by the library to staff and patrons. Supervises library PC Support staff to maintain computer equipment and software to supplement the library's Integrated Library System.

ESSENTIAL FUNCTIONS:

1. Plans, assigns, supervises and reviews the work of staff providing PC technology support services.
2. Oversees activities of the library LAN/WAN and associated technology resources including security, virus protection, software maintenance, data backup and restore, directory services and servers.
3. Analyzes user microcomputer needs, makes recommendations and implements solutions.
4. Insures proper security measures have been evaluated and implemented as indicated by department policy, best practice or appropriate governing body.
5. Plans, leads and manages hardware, software and application project rollouts.
6. Insures PC support staff utilizes designated service tracking software for issue resolution and compliance with Service Level Agreement standards.
7. Develops and documents complex written troubleshooting, installation, configuration and operations procedures.
8. Establishes and implements PC policies, procedures, and standards and ensures their conformance with library goals and procedures.
9. Provides system-wide library technical support through the Help Desk.
10. Maintains the network connections for and among the library facilities and all public access pc's for staff and patrons.
11. Coordinates the operation of the networking equipment, such as routers, switches, servers and networking cards in computers and printers with City IT staff
12. Installs, configures and maintains a variety of computer hardware and software, including but not limited to server and desktop operating systems/applications and software to work with the existing library system and public access equipment.
13. Installs, configures, and supports server and client workstations in an Active Directory domain.
14. Evaluates new microcomputer hardware systems, computer peripherals, and software packages for applications useful to the library; confers with vendors on new systems and equipment
15. Assembles, tests and installs new microcomputer hardware, software and printers as local and network devices; evaluates and installs upgrades
16. Advises and assists library staff and patrons with technical problems related to computer software and equipment.
17. Maintains inventory of installed hardware and software; ensures user compliance with standards.
18. Conducts classroom and individual training for library staff in the use of PC hardware, software, and networks.

SECONDARY FUNCTIONS

19. Performs other related duties as assigned.

KNOWLEDGE, SKILLS, ABILITIES

Knowledge of:

- Principles and applications of Personal Computer, PC equipment, peripherals and software, and their installation
- Principles of supervision, employee training, and performance evaluation
- Basic principles of electronic mail systems and computer networking configurations
- Documentation and inventory practices
- PC and server hardware and software, local area networks and wide area networks
- Microsoft operating systems, software and best practices
- Project management
- Personal computer hardware and software, server computer hardware and software, local area networks, wide area networks, and networked applications
- Helpdesk software and project management
- Current industry trends and best practices

Ability to:

- Supervise, train, and develop employees effectively
- Conduct product research, analyze user needs and system capability, and recommend and implement solutions within established guidelines
- Identify PC hardware and software problems, causes, and develop effective solutions
- Read, interpret and apply the content of technical publications and manuals
- Train users in the use of computer equipment and operating procedures
- Communicate effectively verbally and in writing
- Establish and maintain effective working relationships with library staff and the general public
- Work in a self directed manner
- Prioritize work processes and projects
- Manage a project from conception to implementation, on time, within budget
- Conduct research; analyze findings; prepare and present recommendations to management
- Continually learn and demonstrate new skills via hands on training, classroom training and self-study

WORKING CONDITIONS

Office setting. Following safe handling practices when installing or operating equipment can substantially control the risks of exposure to electrical hazards.

MINIMUM QUALIFICATIONS

Bachelor's degree in Personal Computer Technology, Computer Science or related field and three years experience providing personal computer technical support and user training with two years of supervisory experience.

Any equivalent combination of training and experience that provides the required knowledge, skills, and abilities, is qualifying.

SPECIAL REQUIREMENT

May be required to work weekends, evenings and holidays