

LARAMIE COUNTY LIBRARY SYSTEM JOB DESCRIPTION

Job Title	FLSA Status
ASSISTANT MANAGER, LEAD TECHNICIAN	EXEMPT
Division	Pay Range
INFORMATION TECHNOLOGY SERVICES	28

JOB SUMMARY

The primary responsibility of the individual in this position is to assist the Information Technology (IT) Services Manager with the organization, supervision and effective functioning of the IT Division and perform the work of a Lead Technician. The primary tasks include, but are not limited to: troubleshooting, maintaining, repairing all software, networked and stand-alone hardware including workstations, monitors, printers, scanners, wireless access points, fax, switches, DSL modem and telephone equipment. The person in this position conducts an inventory of all hardware, maintains workstations and servers and documents those activities. The IT Lead Technician also provides technical assistance to all users of hardware and software in the Laramie County Library System. This individual works in a team environment and must interact and maintain courteous and effective relations with library staff, patrons, vendors and consultants. This person supervises Computer Center employees which includes evaluating, hiring, and scheduling. As the assistant manager, it is critical that the individual set high standards and be a role model to co-workers in terms of exceptional public service, professional IT practices and public relations. This individual may be called upon to serve in a management capacity within the division when the IT Manager is not present.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Maintains patron confidentiality in compliance with Wyoming state law.
2. Provides exceptional public service to all patrons served. Strong public service ethic in relationship to reader's advisory.
3. Promotes teamwork within the division and the library. Initiative, creativity, flexibility, resourcefulness and good judgment are imperative.
4. Provides leadership for Network, Computer Center and Webmaster employees and models appropriate service and professionalism, specifically in relationship to the Computer Center, for all staff.
5. Provides "help-desk" assistance to employees. Assists in training staff and patrons, communicating effectively with all levels of users.
6. Assists the IT manager in the maintenance of the Library System's Wide Area Network (Four Local Area Networks: Cheyenne, Burns, Pine Bluffs and the bookmobile) and wireless network.
7. Maintains a practical working knowledge of all necessary administration utilities.
8. Assists IT manager in maintaining server hardware (12 Servers) including recommending hardware upgrades as necessary.
9. Assists in maintaining server software (Netware Windows, 2003 Enterprise and XP Profession server, Linux, Network Access Storage, ZenWorks, GroupWise, Kaspersky, Webaccess, Backup Exec, etc.).

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- Assists in installing, configuring, and maintaining client hardware (260+ PCs).
10. Assists in installing, configuring, and maintaining client software (70+ different software programs).
 11. Researches, recommends and tests new updates. Assists in investigating, recommending, installing, configuring and testing new software.
 12. Assist manager with ordering new and replacement hardware and software.
 13. Assists in maintaining wireless network.
 14. Assists in installing, maintaining and configuring data/phone wiring.
 15. Assists in maintaining and troubleshooting all networked and stand alone printers and copiers.
 16. Maintains an understanding of remote access and remote management.
 17. Maintains a working knowledge of network protocols.
 18. Assists in maintaining infrastructure devices including Cisco switches, SonicWall firewall and 8e6 filter.
 19. Assists in telephone maintenance by troubleshooting Cisco Voice over IP Telephone System and by assisting users with telephone issues.
 20. Supervises Computer Center Assistants. Involved in hiring. Responsible for training, coaching, disciplining and evaluating. Recommends dismissal when appropriate.
 21. Schedules coverage for the Computer Center, or delegates this task appropriately. Schedules should be completed no later than Wednesday of the week prior. Schedules can be done in advance of that date if able.
 22. Responsible for expertise in all aspects of the Computer Center Assistant job description. Covers the Computer Center desk for a minimum of 3 hours a week.
 23. Acts as Manager-On-Duty (MOD) when appropriate in relationship to chain-of-command document and who is in the building. This entails responding to any emergency situation, irate patron, injury/illness, and problems with the building in a professional manner.
 24. Deals with upset patrons in a professional and calm manner. At all times exercises tact, courtesy, empathy and rationality. Knows when it is appropriate to negotiate and when it is not.
 25. Assists in keeping accurate records including but not limited to:
 - a. Web statistics
 - b. PC maintenance
 - c. Network maps
 - d. Monthly baselines of all file servers and core network equipment (router, firewall etc.)
 - e. Inventory
 - f. Backup
 26. Maintains an inventory of replacement parts.
 27. Keeps current on new technologies (hardware and software) and discusses possible trends with network team.
 28. Maintains relevant certification.

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29. Works with consultants, the state library, and vendors.
30. Assists webmaster with website updates as necessary.
31. Manages volunteers for the IT area.
32. Responsible for all duties as defined in Greeter Desk job description.
33. Performs other related and necessary duties as assigned.

MINIMUM REQUIREMENTS

- An Associate of Arts degree from an accredited college
- 3 years of relevant experience or
- The equivalent combination of education or experience or certification

REQUIRED CERTIFICATIONS, SKILLS AND ABILITIES

- Must have a current driver's license valid in the State of Wyoming
- Certified Novell Netware Engineer for NetWare 6 or above and/or Microsoft Certified Systems Engineer for Windows 2003 or above required
- Expert knowledge of infrastructure devices
- Certified as CompTIA A+ strongly preferred
- Proficiency with a variety of hardware both old and new and software programs related to library operations including word processing, spreadsheets, databases, scheduling and calendaring, communications, internet and WYLD
- Expert knowledge of operating systems such as DOS and Windows XP Pro
- Basic programming languages such as HTML and MS SQL database
- Ability to work with limited supervision, with an aptitude for detailed work and proficiency in prioritizing tasks. Priorities are defined by manager.
- Ability to train all levels of users
- Great customer service skills
- Ability to work with limited supervision, with an aptitude for detailed work and proficiency in prioritizing tasks
- Ability to supervise, coach, train and lead

REPORTING RELATIONSHIPS

Reports to: Manager, Information Technology Services
Supervises: Computer Center Assistants, Volunteers

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PHYSICAL EFFORT AND WORKING ENVIRONMENT

The essential duties and responsibilities of this job require the employee to be capable of moving computers and related peripheral equipment from one location to another.

LATEST REVISED DATE 9/2010