

LARAMIE COUNTY LIBRARY SYSTEM JOB DESCRIPTION

Job Title	FLSA Status
LEAD TECHNICIAN	EXEMPT
Division	Pay Range
INFORMATION TECHNOLOGY SERVICES	27

JOB SUMMARY

The primary responsibility of the person in this position is to assist the Information Technology (IT) Services Manager in troubleshooting, maintaining, and repairing all software and networked and stand-alone hardware including but not limited to workstations, monitors, printers, scanners, wireless access points, fax, modem and telephone equipment. This individual 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. The person in this position works in a team environment must interact and maintain courteous and effective relations with library staff, patrons, vendors and consultants.

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. Provides "help-desk" assistance to employees. Assists in training staff and patrons, communicating effectively with all levels of users.
4. 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.
5. Maintains a practical working knowledge of all necessary administration utilities.
6. Assists IT manager in maintaining server hardware (12 Servers) including recommending hardware upgrades as necessary.
7. Assists in maintaining server software (Netware Windows, 2003 Enterprise and XP Profession server, Linux, Network Access Storage, ZenWorks, GroupWise, Kaspersky, Webaccess, Backup Exec, etc.).
8. Assists in installing, configuring, and maintaining client hardware (260+ PCs).
9. Assists in installing, configuring, and maintaining client software (70+ different software programs).
10. Researches, recommends and tests new updates. Assists in investigating, recommending, installing, configuring and testing new software.
11. Assist manager with ordering new and replacement hardware and software.
12. Assists in maintaining wireless network.
13. Assists in installing, maintaining and configuring data/phone wiring.
14. Assists in maintaining and troubleshooting all networked and stand alone printers and copiers.

LARAMIE COUNTY LIBRARY SYSTEM JOB DESCRIPTION

Job Title	FLSA Status
LEAD TECHNICIAN	EXEMPT
Division	Pay Range
INFORMATION TECHNOLOGY SERVICES	27

15. Maintains an understanding of remote access and remote management.
16. Maintains a working knowledge of network protocols.
17. Assists in maintaining infrastructure devices including Cisco switches, SonicWall firewall and 8e6 filter.
18. Assists in telephone maintenance by troubleshooting Cisco Voice over IP Telephone System and by assisting users with telephone issues.
19. 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
20. Maintains an inventory of replacement parts.
21. Keeps current on new technologies (hardware and software) and discusses possible trends with network team.
22. Maintains relevant certification.
23. Works with consultants, the state library, and vendors.
24. Assists webmaster with website updates as necessary.
25. Manages volunteers for the IT area.
26. Responsible for all duties as defined in Greeter Desk job description.
27. Performs other related and necessary duties as assigned.

MINIMUM REQUIREMENTS

- An Associate of Arts degree from an accredited college
- 2 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

**LARAMIE COUNTY LIBRARY SYSTEM
JOB DESCRIPTION**

Job Title	FLSA Status
LEAD TECHNICIAN	EXEMPT
Division	Pay Range
INFORMATION TECHNOLOGY SERVICES	27

- 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

REPORTING RELATIONSHIPS

Reports to: Manager, Information Technology Services

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