Chelsea District Library
Chelsea, MI
Position Description

Position Title: Technology Specialist

Reports To: Head, Technology Services

Hours: 40 hours per week, including weekends and evenings

Classification: Grade 4, full-time, salary, exempt

Wage Range: $40,870- $53,130

Purpose and Scope:

Under the direction of the Head of Technology, the Technology Specialist is responsible for the management, monitoring, troubleshooting, and repair of computer systems, desktop terminals and printers, and handheld devices. Core functions include promoting data security, managing workstations, and developing computer best practices. Excellent communication skills and a passion for customer service are required. Working with limited supervision the Technology Specialist will have hands-on technical responsibility for day-to-day library computer operations.

Specific Duties:

1. Assists with the training of staff, volunteers, and public on use of the library's technology as necessary.
2. Providing support to users and being the first point of contact for error reporting.
3. Managing workstations including maintaining, troubleshooting, and resolving hardware, software and network issues.
4. Ensuring electrical safety standards are met.
5. Performing tests and evaluations on new software and hardware.
6. Conducting daily backup operations.
7. Managing technical documentation and statistics.
8. Operating a variety of equipment including personal computers, tablets, printers, 3D printers, VR, and other equipment as assigned.
9. Works with the Head of Technology to update/revise the master technology plan.
10. Use outreach to connect with community members and organizations to promote the library as a resource.
11. Assist with the library website maintenance and contribute content to the website and social media outlets as needed.
12. Attends and participates in staff meetings.
13. Participate in continuing education opportunities.
14. Assists with technology-related programming as assigned.
15. Other duties as assigned.

Job Qualifications Required:

1. Bachelor's Degree in Computer Science, Information Science or equivalent relevant combinations of education and experience will be considered.
2. Two years providing technology support in a library or educational setting.
3. Experience with computer operating systems.
4. Knowledge of data storage and data recovery.
5. Working knowledge of computer networks.

6. Proven problem-solving skills.
7. Excellent time and task management.
8. Excellent communication skills, both orally and in writing.
9. Strong attention to detail.
10. Ability to work independently and collaboratively as a team, with or without supervision
11. Dependable work habits.
12. Positive public service attitude.

Job Qualifications Preferred:

1. Experience monitoring or managing library technology systems.
2. Experience planning and presenting computer workshops.
3. CompTIA A+, Microsoft or other certifications desirable.
4. Exposure to makerspace technology and creativity applications like 3D Printers,
     VR, or Adobe Creative Suite.
5. Familiarity with Carl, Envisionware and WordPress applications.
6. Understanding of network security protocols and applications
7. Experience with VoIP & other remote work technologies.

Essential Physical Requirements:

1. Ability to give/follow written and oral instructions and procedures.
2. Ability to reach (laterally and overhead), bend, twist, squat, kneel, push and pull.
3. Ability to lift/carry up to 50 lbs.
4. Ability to perform repetitive movements including simple grasping, pushing, pulling
   and fine manipulation.
5. Ability to sit, stand and walk for extended periods of time.
6. Use of step ladder.

Chelsea District Library reserves the right to change, amend, add, delete, and otherwise assign any and all duties, responsibilities, and position titles as it deems necessary to meet the needs of its business

Sep 22, 2021