



## County of Berks POSITION DESCRIPTION FORM

<b>Position Title:</b>	<b>Technology Support Assistant</b>		
<b>Department:</b>	Library System	<b>Reports To: (Title)</b>	Administrator
<b>Effective Date:</b>	September 2003	<b>Revision Dates:</b>	December 23, 2019
<b>Wage Category:</b>	<input type="checkbox"/> <b>Exempt</b>	<input checked="" type="checkbox"/> <b>Non-Exempt</b>	
<b>EEO-1 Category:</b>	Technicians	<b>Union Classification:</b>	AFSCME

### POSITION SUMMARY:

This position provides computer training and technical support to affiliated libraries during library open hours and on call evenings and weekends for emergencies.

### POSITION RESPONSIBILITIES:

#### ***Essential Functions***

1. Responds to library requests for technical support and assistance in maintaining equipment and electronic information access; maintains a regular schedule of preventive maintenance on computers and peripherals.
2. Trains library and System Headquarters staff in use of internet, local online systems and databases, and PC applications.
3. Evaluates and makes purchase recommendations for hardware, software, and online resources.
4. Evaluates and makes recommendations for web site design, content, and functionality; including updates to affiliated library web pages.
5. Installs hardware, software, and electronic resources.
6. Works with the Technology Coordinator researching, evaluating, and implementing emerging technologies for the improvement of library networks.
7. Supports computer operations, LAN management and maintenance, LAN component installation / maintenance, network configuration and troubleshooting, and cable plant installation and maintenance.
8. Manage, create and adjust advanced configuration of workstations, perform data backups and restorations, troubleshoot configuration problems and establish client network connectivity.
9. Works collectively with and under the guide of the Technology Coordinator to support the current technology, further advance it in the affiliated libraries and maintain records on PC equipment and network documentation.

#### ***Non-Essential Functions***

Provides logistical and practical advice on the location and set-up of technical equipment within library buildings and when relocating to a new building.

**MINIMUM EDUCATION AND EXPERIENCE:**

- Associate degree in computer or information science.
- Minimum two (2) years library technology experience.
- Any equivalent combination of experience and training which provides the required knowledge, skills and abilities.
- Valid PA driver's license and excellent driving record.

**MINIMUM KNOWLEDGE, SKILLS AND ABILITIES:**

- Working knowledge of IBM-compatible hardware, Windows, and major software applications.
- Working knowledge of PC imaging software, NAS servers and RAID array concepts.
- Working knowledge of local and wide area networks and telecommunications.
- Working knowledge of public library services and information retrieval methods.
- Working knowledge of Polaris integrated library automation system.
- Ability to train others in use of computer hardware, software, and use of online resources.
- Ability to maintain and perform repairs on computer equipment and peripherals.
- Ability to work cooperatively with others.
- Ability to handle stress.
- Physical presence in the office is required.

**PHYSICAL DEMANDS:**

Must occasionally lift computer equipment weighing up to 50 lbs and carry short distances.

**WORKING ENVIRONMENT:**

- Frequently drives to library locations in various weather and road conditions.
- On call for evening and weekend network emergencies.

*This position description serves as a guideline for communicating the essential functions and other information about the position to the applicant/employee. It is not intended to create a binding employment contract nor cover every detail of the position and may be changed where appropriate.*