

**Sonoma County Library
Announces an Employment Opportunity**

**INFORMATION TECHNOLOGY TECHNICIAN I – HEADQUARTERS
40 HOURS PER WEEK – FULL TIME**

We are seeking a customer service driven IT professional for our full-time Information Technology Technician I position, which will provide a variety of technical and information systems support and training throughout the library system.

THE POSITION:

Please see the attached job specifications for full details about this position.

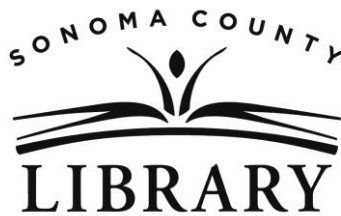
Under general supervision, provides excellent customer service, troubleshoots and resolves computer-related issues such as computer application problems and hardware malfunctions; installs, customizes, implements, and maintains hardware, software, and systems configurations; provides technical support and training on the use of personal computers, printers, scanners, radio frequency identification (RFID) equipment, peripheral equipment, and network systems hardware and software; exchanges server backup tapes; provides audio/visual support for meetings; and performs other duties as required.

TYPICAL TASKS include, but are not limited to:

- Evaluates, responds to, and resolves requests for computer assistance from users experiencing problems with hardware, software, networking, and other computer related technologies.
- Diagnoses problems, performs remedial actions to correct problems, makes minor repairs to equipment, recommends and determines solutions, and/or contacts appropriate resources for additional assistance when required.
- Performs complex troubleshooting, installation, and maintenance of telephone and communication systems.
- Researches, resolves, and follows up on user problems; refers more complex problems to specialized or higher-level personnel.
- Delivers, installs, or assists personnel in the installation of personal computers, software, and peripheral components such as monitors, keyboards, printers, and disk drivers.
- Responds to inquiries concerning operating systems and diagnoses system hardware, software, and operator problems; installs, maintains, and upgrades operating systems and software packages across disparate platforms.

MINIMUM QUALIFICATIONS:

Education and Experience: Equivalent to an Associate's degree from an accredited college or university in computer science or related field and two (2) years of responsible experience performing technical support on personal computers and peripheral equipment, including software administration in a multi-user environment.



Licenses and Certifications:

Must possess and maintain a valid California Class C Driver License.

Desired qualifications include:

- Knowledge of computer usage and other technology in a public computing environment
- Knowledge of software that works to preserve the integrity of the software image in a public computing environment

SALARY RANGES: **\$31.77 to \$39.67 per hour plus benefits**

CLOSING DATE: **5:00 pm, Monday, May 9, 2022**

APPLICATION PROCESS: Please go to <https://www.calopps.org/sonoma-county-library> to apply. Applications must be complete and submitted by the final filing date in order to be considered. **Resumes will not substitute for a completed application.**

The application process may contain one or more of the following steps: a supplemental application, written test(s), skills assessment(s), and/or oral examination(s).

EMPLOYMENT INFORMATION:

Employment offers will be contingent upon a successful pre-employment verification/criminal records clearance. Having a criminal record will not necessarily disqualify an applicant from employment.

RECRUITING PROTOCOL IN RESPONSE TO CORONAVIRUS COVID-19:

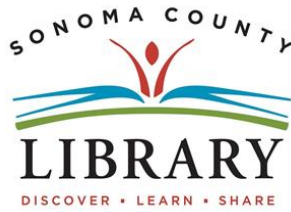
Pursuant to California Governor Newsom's Executive Order N-29-20 issued on March 17, 2020, and all applicable COVID 19 Shelter in Place Orders issued by the Sonoma County Health Officer, the recruiting process including interviews, testing, etc. will be held via teleconference or online, if possible, unless changes occur in the state and/or county health order.

REQUEST FOR ACCOMMODATION: Sonoma County Library will make reasonable accommodations in the recruitment process to accommodate applicants with disabilities. If you are invited to participate in an examination or interview and have a disability for which you require an accommodation, please contact the Human Resources Department at (707) 545-0831 extension 1591 as soon as possible to make arrangements for your accommodation. Requesting accommodations at least 3 working/business days before the scheduled event will help to ensure availability. For further information regarding disability accommodations provided by the Library and related matters, see the Library's website at <https://sonomalibrary.org/accessibility>.

Sonoma County Library values diversity, empowerment, community, unity, kindness, connection, and equity. We are committed to diversity and inclusion in the recruiting and hiring of staff.

www.sonomalibrary.org

D I S C O V E R • L E A R N • S H A R E



Est.: OCTOBER 2015
Revised: AUGUST 2018
FLSA: NON-EXEMPT

INFORMATION TECHNOLOGY TECHNICIAN I Represented

DEFINITION

Under general supervision, provides excellent customer service, troubleshoots and resolves computer-related issues such as computer application problems and hardware malfunctions; installs, customizes, implements, and maintains hardware, software, and systems configurations; provides technical support and training on the use of personal computers, printers, scanners, radio frequency identification (RFID) equipment, peripheral equipment, and network systems hardware and software; exchanges server backup tapes; provides audio/visual support for meetings; and performs other duties as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from higher-level professional staff. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is the journey-level class responsible for maintaining and troubleshooting application software and hardware. Incumbents work under supervision with some review of work; providing technical support, installation, and maintenance for software, desktop computer applications, Internet/Intranet, networked systems, and self-service portals. Responsibilities include the installation, configuration, and repair of personal computer hardware and software, as well as exchanging the server backup tapes several times per week. Incumbents prepare and track required documentation related to hardware and software acquisitions, ordering, and inventory. Performance expectations include the application of acquired job skills and procedural knowledge to troubleshoot and resolve technical issues of moderate scope and complexity, where analysis of situations or data requires a review of a variety of factors. Assignments require the exercise of judgment within defined guidelines and practices to determine appropriate action. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the section. The work involves frequent contact with others and coordination of multiple concurrent activities. This class is not an alternately staffed classification.

This class is distinguished from the Information Technology Technician II class which is an advanced journey level position, working under increased responsibility and higher degree of technical skill. It is also distinguished from the Information Technology Specialist in that the latter is assigned responsibility as network administrator, including security, and email administration. This class is further distinguished from the Senior Information Technology Technician by the latter's larger scope of responsibility for independently planning and staff supervision as assigned.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Evaluates, responds to, and resolves requests for computer assistance from users experiencing problems with hardware, software, networking, and other computer related technologies.
- Diagnoses problems, performs remedial actions to correct problems, makes minor repairs to equipment, recommends and determines solutions, and/or contacts appropriate resources for additional assistance when required.
- Performs complex troubleshooting, installation, and maintenance of telephone and communication systems.
- Researches, resolves, and follows up on user problems; refers more complex problems to specialized or higher-level personnel.
- Delivers, installs, or assists personnel in the installation of personal computers, software, and peripheral components such as monitors, keyboards, printers, and disk drivers.
- Responds to inquiries concerning operating systems and diagnoses system hardware, software, and operator problems; installs, maintains, and upgrades operating systems and software packages across disparate platforms.
- Installs, maintains, and repairs printers, copiers, and scanners, addressing both hardware and software issues.
- Creates, records, and updates scripts for automated phone services.
- Assists with special projects such as the development and maintenance of telecommunication systems.
- Maintains and documents hardware and software inventory, equipment passwords, and changes tapes for back-up systems daily.
- Answers questions on the use of hardware and computer applications; trains users on software and hardware usages and basic computer navigation by providing instruction and documentation; advises users on best security practices.
- Participates in testing and evaluating hardware and software products; researches vendors; prepares and tracks paperwork related to the purchase of hardware and software.
- Maintains inventory database of computer and telecommunications hardware and software.
- Communicates with vendors to obtain information, resolve problems, arrange and conduct demonstrations and evaluations; orders repair parts and supplies.
- Provides updates, status, and completion information to personnel and/or users via voice mail, e-mail, or in-person communication.
- Participates in group problem solving activities to promote continual business process improvements and initiatives.
- Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
- Performs other duties as assigned.

COMPETENCIES

Knowledge of:

- Capabilities and limitations of various computer systems, commercial software, and networks.
- Principles of information systems configurations especially related to personal computers and networks.

- Principles and practices used in the operations and maintenance of personal computer system hardware and related software systems.
- Techniques and methods of computer hardware and software evaluation, implementation, and documentation.
- Personal computer and network system application software packages.
- Personal computers and peripherals, as well as, network hardware, including hubs, switches, and cabling.
- Troubleshooting, configuration, and installation techniques.
- Operating system products, network technology, computer hardware, and software applications used by the Library.
- Principles of electronic data communications.
- Principles of graphical user interfaces.
- General principles of office automation.
- Occupational hazards and standard safety procedures.
- Business letter writing and record keeping principles and procedures.
- Modern office practices and methods including, recordkeeping, data collection, and report writing.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, patrons, and Library staff.

Ability to:

- Perform a variety of functions in the operation of a variety of computer equipment and peripheral components; troubleshoot related problems and take appropriate action.
- Identify and resolve hardware and software problems and perform minor repairs.
- Read, interpret, and apply a variety of technical information (e.g. technical manual documentation).
- Communicate with system users and technical information technology personnel.
- Set up PC and network hardware and install and configure software and systems.
- Train staff on software applications and hardware usage.
- Work with and maintain confidential and sensitive information.
- Prepare clear and concise reports, correspondence, and other written materials.
- Interpret, explain, and ensure compliance with Library policies and procedures.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Make accurate arithmetic and statistical computations.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Maintain an inventory database.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Understand scope of authority in making independent decisions.
- Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

QUALIFICATIONS

Education and Experience:

Equivalent to an Associate's degree from an accredited college or university in computer science or related field and two (2) years of responsible experience performing technical support on personal computers and peripheral equipment, including software administration in a multi-user environment.

Licenses and Certifications:

Must possess and maintain a valid California Class C Driver License.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office and library setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; hearing and speech to communicate in person, before groups, and over the telephone; the ability to operate a motor vehicle and to visit various branches and meeting sites. This classification primarily works indoors and requires movement between work areas. Finger dexterity is needed to access, enter, and retrieve materials and data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification bend, stoop, kneel, reach, push and pull when installing and repairing computers and various other equipment. Positions in this classification occasionally lift and carry reports, records, and materials that typically weigh less than twenty-five (25) pounds. Employees may push wheeled carts loaded with library materials or equipment weighing up to and occasionally more than one-hundred (100) pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

May be required to work flexible schedules including evenings and weekends.