

Computer Technician: IT Department
Minimum beginning wage: \$18.3108 hour
\$38,086.41 Annual Salary commensurate with education and experience.

Date posted: 1/20/2022

ANSWERS TO: Interim Director during the absence of a department head
NATURE OF WORK

With general guidance from the existing IT team, provides a variety of computer related tasks.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Maintains windows-based PCS.
- Installs software programs on staff computers.
- Assists staff with computer related problems and training.
- Troubleshoots software, hardware, and peripherals.
- Upgrades OS, patches, and software, on all staff computers at all branches
 - Using Active Directory or other push software.
- Assists staff with PC and software use.
- Assists or plans special computer projects with IT staff when needed.
- Maintains computer inventory records and the software to do so.
- Assists maintaining computer supplies.
- Installs new staff workstations to the network.
- Assists maintenance of NAS devices.
- Monitors security camera systems.
- Maintains the IT ticket system.
- Assists with all servers, physical and virtual
- Takes evening and weekend on-call duties in rotation
- Any other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Windows-based computers and installation of software.
- Windows OS.
- Database management systems.
- TCP/IP Networking.
- PC hardware, including system BIOS, CMOS, various add-on cards, and peripherals.
- Virus detection and removal.
- Active Directory.
- PCs in a network environment.
- Virtualizing, the virtualized environment, and VMware, and Hyper-V.
- Virtual desktop and cloud computing.
- Ability and willingness to learn the library automation environment.
- Effective written and oral communication skills.
- Ability to research computer problems and needs and offer solutions.
- Ability to complete project tasks on time.
- Ability to be on-call, in rotation, for evening and weekend emergencies.
- Ability to maintain confidentiality of information handled.
- Ability to follow verbal and written instructions.
- Ability and willingness to learn the hardware and software currently being used, and to suggest new products.
- Ability to establish and maintain effective working relationships with staff.
- Ability to perform tasks under pressure.

PHYSICAL REQUIREMENTS:

Work requires sitting, standing, stooping, kneeling, walking, and lifting of objects weighing less than 30 lbs.

May require lifting objects weighing more than 30 lbs. occasionally.

Ability to assist in setting up, tearing down, moving computer equipment, and boxing equipment.

Abilities such as mobility and dexterity with hands, arms, fingers, and sight are required.

Ability to perform all physical activities associated with this job.

REQUIRED QUALIFICATIONS:

Bachelor's Degree in computer-related field + 2 yrs documented experience **OR**

High School Diploma + 2 yrs. college or technical school, + 5 yrs computer experience **OR**

High School Diploma, + 10 years documented work in computer field.

OTHER PERTINENT INFORMATION:

Programming skills are desirable and will be taken into consideration.

Previous employment information and references must accompany application and will be verified.

Applicant may be required to take a test to determine skills.

Ability to drive between library branch locations, mileage to be reimbursed.

Working after close of business may occasionally be required for upgrades and special projects.

The above statements are intended to describe the general nature and level of work for this position and are not presented as an exhaustive list of all job duties of the position.

The Ouachita Parish Public Library is an equal opportunity and an At-Will employer. A criminal background check and a drug screening are part of the pre-hire process.

FLSA STATUS: NON-EXEMPT

Reviewed 11/15/2019

Reviewed 1/20/2022