



City of Tempe

LIBRARY SYSTEMS TECHNICIAN

JOB CLASSIFICATION INFORMATION

<i>Job Code:</i>	523	<i>FLSA Status:</i>	Non-Exempt
<i>Department:</i>	Community Services	<i>Salary / Hourly Minimum:</i>	\$23.415385
<i>Supervision Level:</i>	Non-Supervisor	<i>Salary / Hourly Maximum:</i>	\$31.610577
<i>Employee Group:</i>	NSU	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	IT Services Consultant II+
<i>Drug Screen / Physical:</i>	N	Y	<i>EEO4 Group:</i> Paraprofessionals

DISTINGUISHING CHARACTERISTICS

REPORTING RELATIONSHIPS

Receives general supervision from supervisory and/or management staff.

MINIMUM QUALIFICATIONS

<i>Experience:</i>	Must possess a minimum of three years of experience installing, maintaining, and providing technical support for computer systems, software applications, and 3 rd party vendors in an enterprise environment. Experience working in a library or public service setting is highly desired.
<i>Education:</i>	Equivalent to an Associate's degree in computer science, library technical services or degree related to the core functions of this position.
<i>License / Certification:</i>	Must possess and maintain a valid driver's license.

ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City's stated mission and values. To implement, troubleshoot, and maintain computer equipment, peripherals, software, hardware, and integrated library systems. Maintain positive relationships with 3rd-party vendors and provide support for those systems. Perform hardware and software installations. Provide technical support and training to library staff, city staff, and public users.

OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Perform job duties adequately and properly; follow personnel and department policies and operating procedures; show respect, tact, and courtesy in dealings with coworkers and the general public; behave in a manner that does not obstruct or hinder other employees from completing their duties; act in a manner that is safe and follow the City's safety procedures at all times.
- Implement, troubleshoot, repair, and maintain complex hardware and software systems within a library and public service environment.
- Troubleshoot network and wireless issues.
- Solves complex technical issues independently.
- Handles multiple projects simultaneously and use good judgment in prioritizing work assignments.
- Ability to analyze departmental operating procedures and problems for potential automated solutions.
- Serve as first point of contact for library staff in resolving issues with all library software and hardware.
- Research and recommend software/hardware solutions.
- Assist with managing web-based services and electronic resources.
- Create and maintain technical documentation.
- Provide technical support for library users in the use of computers, printers, photocopiers, audio-visual equipment, self-service equipment, and other devices.
- Demonstrate superior customer service in a public library setting, with an emphasis on technical support.
- Enter data or information to compile statistics and produce reports.
- Maintain library technology inventory.
- Prioritize, assign, and review the work of volunteers who assist with technical duties.
- Provide technical training to Library staff and/or the public.
- Perform related duties as assigned.
- Physically present to perform the duties of the position.

PHYSICAL DEMANDS *AND* WORK ENVIRONMENT

- Lift heavy objects (materials and equipment) up to 50 lbs. for varying distances;
- Operate city vehicles;
- Climb stairways, ladders, and work on elevated structures;
- Must be able to move freely throughout the library;
- Work in a stationary position for long periods of time (i.e. stooping, bending, crawling, standing or walking the floor);
- Operates computers, calculators and other office machines (i.e troubleshoot computers and library technology issues on printers, terminals, mobile, or stationary checkout machines

throughout the building;

- Extensive reading and close vision work (i.e. reading computer operation manuals, email instructions and communication that include software upgrades or technology issues);
- Exposure to hazards of electrical shock, falls, noise, equipment operation, etc. (i.e. working with electrical and data cabling on various devices and equipment);
- May require working extended hours (i.e. flexible schedule, late evening or early morning hours for system upgrades);
- Must be able to effectively communicate orally and in writing.

COMPETENCIES

<i>CLASSIFICATION LEVEL</i>	<i>INCLUDES</i>	<i>COMPETENCIES</i>
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision

For more information about the City of Tempe's competencies for all classifications:
[City of Tempe, AZ : Competencies](#)

JOB DESCRIPTION HISTORY

Effective June 2014

Revised August 2017 (update minimum quals (experience))

Revised March 2018 (update minimum quals, essential functions, and job duties)

Revised September 2018 (update job title, minimum quals, essential functions, job duties, and physical/mental activities)