



IT & Facilities Assistant III

Department: Facilities and IT

Reports to: Chief Technology Officer

Chain of Command: No

Certifications: NA

Level: 10

FLSA Status: Non-Exempt

Position Summary

All staff work together to create opportunities for our community to become its best. As a member of the library team, I am essential in providing excellent experiences by being proactive and helpful. Being hospitable and positive, I assist in the use of library resources by putting IT procedures into action.

Essential Functions

Expertise

- I provide patrons with courteous guidance and instruction as needed.
- I will make sure all library technology is functioning properly by installing hardware and software as needed, testing it appropriately, and making end users aware of changes. I attempt to perform installations with as little interference to public access and staff work as possible.
- I will troubleshoot and resolve technology-related issues to the best of my abilities. I will prioritize tasks by expected urgency, and keep staff updated on my progress. I will recognize quickly when I need to seek help to adequately resolve an issue.
- This position will assist at public service desks as needed, providing courteous and helpful service to library patrons.
- I divide my time between library locations to be more available to staff and patrons. When I am not directly helping patrons or staff, I am available to help with the immediate needs of the facilities I am in to better help our patrons.
- I routinely perform system maintenance.
- I create opportunities for our community and visitors to become their best by demonstrating exceptional experiences in the library.
- I assist facilities and custodial with facility-related tasks as needed.
- I maintain, update, and manipulate the servers as required.
- I assist the Manager of IT Systems with the deployment of new servers and other hardware when needed.
- I manage and create user accounts as the need arises.

Nonessential Functions

- I help the library by updating web pages quickly in the absence of the Manager of IT Systems.

- I frequently communicate with my supervisor and other staff to give input and ideas on how to make the library a better place for our community continually.
- I recognize that we work as a team and help coworkers in my department and other departments as much as I am able.

Knowledge and Skills

- Strong experience with computers, digital media, and related products.
- In-depth understanding of O365 and all Microsoft Operating Systems.
- Computer troubleshooting and repair.

Education/Experience and any pertinent Certifications

- Must have experience working with the public or staff and their technological needs.
- Must have at least 1 year of relevant experience or certifications in Computer Technology/Computer Science/Information Technology.
- Must have a valid Indiana driver's license, or the ability to attain one.

Working Conditions

Unless reasonable accommodations can be made, while performing this job the staff member shall:

- Use strength to lift items needed to perform the functions of the job, usually no less than 25 lbs. and no more than 50 lbs.
- Sit, stand, and walk for required periods.
- Utilize standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal, spoken word levels.
- Communicate effectively in English, using proper grammar and vocabulary.
- Use hands, arms, and fingers to handle objects and operate tools, computers, and/or controls.
- Work in normal library working conditions; moderate exposure to office and maintenance chemicals.
- Encounter normal fluctuations in interior conditions, such as noise and temperatures.

Core Abilities

- I am a vital component in an engaged and thriving community.
- I am understanding and compassionate.
- I am cooperative, a collaborator, a problem solver, and a continuous learner.
- I am approachable and understanding so I can assist others in accessing materials or services.
- I remain customer-focused when aiding anyone, answering directional or general library questions, or in any other job duty.
- I effectively communicate, verbally and in writing, with patrons and staff, providing clear and helpful information in a friendly and approachable manner.
- I understand technologies that are necessary to fulfill my job duties to give quick and effortless help to our patrons.
- I help resolve issues and help ensure that all have good experiences in the library.

- I am an advocate for books and reading, taking the time to talk to patrons when assisting them.
- I represent KHCPL by being honest, ethical, sympathetic, responsible, and staying calm under pressure.
- I keep the library a welcoming place by knowing patron-facing policies such as the Patron Code of Conduct, Crisis Handbook, Circulation, and others.
- I will work with and cooperate with all staff in all departments to keep a friendly and inviting library.
- I stay informed of library news and events by regularly reading and responding to emails, memos, and other library-related documents.
- I remain flexible and accept new or temporary job duties as the need arises and the library evolves.

This job description is not intended as, nor should it be construed as exhaustive of all responsibilities, skills, efforts, assignments, or working conditions associated with this job.

Kokomo-Howard County Public Library provides equal employment opportunities to all employees and applicants for employment without regard to race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, disability, gender identity, results of genetic testing, or service in the military. We encourage applications from members of underrepresented minority groups.