JOB DESCRIPTION

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Information Technology Technician

Band: 7	Job Code: 107

Date Prepared:	
Date Revised:	
Job Title:	Information Technology Technician
Reports to:	Manager – Information Technology Services.
Department:	Information Technology Services.

Basic Purpose:

Provide support for the trouble shooting and management of computer hardware, software, and other electronic devices and the infrastructure required to use them, provide training and support, and other related system support activities.

Accountabilities/Responsibilities:

1. Help desk and troubleshooting:
    - Answers help desk queries and provides, or acts as a resource in providing technical support and troubleshooting.
    - Responds to and resolves issues found during maintenance checks and environmental scans.
    - Takes part in resolving operational information technology (IT) issues and problems as required.
    - Acts as a resource for other staff as required.

2. Training and support:
    - Orients and trains staff in general office computer use and other library-wide software and systems as required.
    - Develops and delivers training content for IT products as needed
    - Provides support and training for staff and public in the use of IT resources and tools as needed.
    - Produces documentation for system changes, develop content to facilitate self-guided training, and communicate changes and/or urgent issues.

3. System support:
    - Research viability and cost of IT systems, devices, and supporting software.
    - Assist in new equipment setup including staging computers, installing cabling, assisting staff with new configuration.
    - Communicate scheduled and unexpected system outages and changes to staff as needed.
    - Update website content as requested.
    - Maintain, upgrade, and enhance network directories, communication systems, scheduling systems, and network file structure.
    - Monitor system logs for primary IT systems and devices, and troubleshoot or escalate as required.
    - Patch IT systems and devices as updates become available.

- Maintain documentation of IT infrastructure, devices and systems.

4. Other:
    - Provide input into changes to procedures and policies, and assist in communicating technology, procedure, or policy changes.
    - Monitors existing state of technical systems, training programs, and other related areas of responsibility, and recommends further actions as needed to Manager.
    - Research and maintain an awareness of current trends and challenges using a variety of sources.
    - Participate in library-wide committees, teams and projects.
    - Performs other duties as required.

Skills and Experience:

- Completion of a technical or community college diploma in Computer Information Technology
- Library Technician diploma or demonstrated knowledge of public library services and systems is an asset.
- Experience with troubleshooting and technical support.
- Proficient with workstation software such as email clients, web browsers, office suites.
- Demonstrated competence and technical experience with workstation computers and equipment, and network devices; strong understanding of current Microsoft workstation operating systems.
- Familiarity with general networking concepts and application, and Microsoft Active Directory.
- Ability to communicate effectively in oral and written English and demonstrate good listening skills.
- Nature of work requires physical strength and stamina to lift and move materials.
- Must treat customer and staff information in keeping with privacy legislation and library policy.
- Ability to work quickly and efficiently while paying strict attention to detail.
- Ability to be culturally aware, non-judgmental and sensitive to the needs of a variety of individuals with differing backgrounds.
- Demonstrated decision making skills and the ability to exercise good judgment in the best interests of Lethbridge Public Library at all times.
- Demonstrated commitment to learn and develop professionally.

Decision Making:

- Determine most effective way to troubleshoot a technical issue or seek assistance.
- Determine best course of action for system upgrades, integrations, and setting changes.
- Develop training and orientation material.
- Assess and advise on staff performance.
- Suggest purchasing recommendations for hardware/software solutions and pricing.
- Interpret and implement policies, procedures and guidelines.
- Apply positive customer service principles.
- Act as resource to other staff and provide input into policies, procedures and library services as required

Decisions Referred to a Supervisor/Higher Level:

- Request for Leave and schedule adjustments
- Adherence to the procurement policies of the Lethbridge Public Library and approved budgets
- Public Relations (Media)
- Professional development requests to attend conferences and training events.
- Public requests outside of existing procedures and policy
- Issue (Conflict, safety, security, etc.) resolution beyond scope of this position or requiring filing of incident report
- Any changes that affect all staff and/or system-wide procedures and operations
- Funding applications.

Working Conditions:
• Frequent interruptions require time management and planning skills. • May work in multiple locations. • Work schedule may include some evenings and weekends. • Deal effectively and courteously with the public, sometimes under difficult circumstances.

Union : CUPE Local # 70 (Library).	**Approved by:**
Incumbent:	Chief Executive Officer

Date Appointed **To this Position:**	**Date:**