

NORTH CHICAGO PUBLIC LIBRARY POSITION DESCRIPTION

<u>POSITION TITLE:</u>	Technology Coordinator
<u>DEPARTMENT:</u>	Information Technology Department
<u>REPORTS TO:</u>	Library Director
<u>FLSA STATUS:</u>	Non - Exempt

JOB PURPOSE:

The Technology Coordinator is responsible for the administration and maintenance of the library's IT services. The Technology Coordinator would oversee our makerspace and recording studio (or have ability to learn). The Technology Coordinator would monitor for system application alerts and take appropriate actions to ensure proper operations. Perform troubleshooting and minor repair of computers and peripherals; maintain the computer network, keeping computers clean, secure, and in good working order. Update and install new software and maintain computer inventory. Coordinate licensing agreements and contacts for automated products. Conduct problem solving and follow-up for all library computerized systems. Determine source of computer problems and prepare detail report of finds with recommendation for the Library Director. Work with staff and patrons to resolve technology issues. The IT Coordinator could be asked to conduct computer instruction for the public.

QUALIFICATIONS/BASIC JOB REQUIREMENTS:

- Associates degree in Computer Science / appropriate certifications. Bachelor's degree in Computer Science preferred.
- Two years of job experience in electronic technology, computer technology, or equivalent. **Note:** Experience can be considered in place of certain educational requirements.
- Standard day shift, but must be able to work daytime, evening, and weekend hours; on call as needed.
- Must be able to attend meetings and outside of work
- Ability to read and comprehend, in English, communicate in an effective manner both verbally and written with library patrons. Bi-lingual in Spanish a plus
- Must be able to lift up to 40 pounds.
- Ability to run our technology areas such as our Makerspace area and recording studio or have the ability to learn.

ESSENTIAL FUNCTIONS

- Assist the Library Director in development of departmental goals and objectives and serve on various internal library committees.
- Participate in library strategic planning and other administrative projects.
- Work effectively with staff, patrons and patrons.
- Provide high-level technical support and training on existing and new technologies to patrons and staff.

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- Assist patrons and staff in solving computer software, hardware, and networking problems as they arise.
- Serve as liaison between staff and vendors to resolve issues.
- Conduct computer classes.
- Conduct all library business in a professional and cooperative manner
- Keep current of all new technological procedures, processes and equipment.
- Design, plan, implement, and evaluate the present and the future automation needs of the library.
- Make recommendations to the Library Director and/or Board of Trustees concerning purchases and procedures toward long-range planning for growth, improvement, and implementations.
- Take on special projects and perform other work as determined by the Director

OTHER FUNCTIONS

- Strong analytical and problem-solving skills.
- Dependable, self-starter, organized and have a positive attitude
- Ability to manage multiple tasks.
- Strong attention to detail.
- Communicate effectively with staff, patrons, visitors, and the Board of Trustees, government officials, local organizations, schools and others who may visit the library.
- Create documentation for trouble shooting and network procedures.
- Compile and interpret statistics for reports, as necessary.
- Prepare monthly and annual reports.
- Maintain tidy and well-organized work area, and desk
- Develop and recommend policy and procedures for use of computers and systems.
- Communicate regularly with vendors.
- Keep accurate, up-to-date records.
- Attend professional meetings.

DISCLAIMER:

The North Chicago Public Library is an equal opportunity employer. Qualified applicants are considered for all positions without regard to race, color, religion, sex, sexual orientation, national origin, age, marital status, military or veteran status (except dishonorable discharge), disability or any other status protected by law.

This job description describes a general category of jobs. In order to meet the needs of the Library or its departments, employees may be assigned other duties, in addition to or in lieu of any of those described and duties are subject to change as requirements of the job change.

The omission of a duty does not exclude it from the position if the duty is similar, related or a logical expectation for an individual to perform as part of the job responsibilities or if necessary to assist the Library to provide services to the public under changed or unusual circumstances.