

**Palos Verdes Library District
Information Technology Administrator I
Desktop Support**

Last Reviewed: September 2016

Range:

PURPOSE

Under the direction of the Information Technology Manager, participates in the implementation and maintenance of the District's computer systems, including hardware, Operating Systems, and desktop applications. Responsibilities include providing technical support to District staff.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

Essential duties include, but are not limited to, the following:

- Provides a high level of customer service.
- Installs new hardware, software, and upgrades.
- Participates in routine analysis, implementation, operation, and maintenance of the District's desktop computers and provides routine technical assistance and user training for PC hardware and software.
- Installs microcomputer equipment and software; customizes installed software to the specific requirements of the user.
- Assists in developing curricula, training aids, and manuals for hardware and software; conducts training programs.
- Assists in performing a variety of routine systems maintenance activities.
- Ensures safety and security of information system assets and protects systems from inappropriate access or destruction.
- Conducts virus avoidance procedures; works with users to understand security needs and evaluates level of security.
- Stays abreast of new trends, innovations, equipment, and languages used in computer systems, information technology, word processing, spreadsheets, databases, graphics, and desktop publishing.
- Troubleshoots hardware and software problems and recommends repair solutions.
- Responds to inquiries and requests and provides user support and technical assistance for PC and telecommunications systems and programs throughout the District; resolves problems or refers to higher- level staff.
- Maintains and troubleshoots computers and applications to identify and correct malfunctions and other operational problems.
- Maintains current knowledge of information technology trends and innovations; attends and participates in job-related seminars and professional group meetings; reads applicable industry publications.

Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Techniques for providing a high level of customer service to the public, volunteers, vendors, contractors, and District staff, in person and over the telephone.
- Principles, methods, and techniques used in the operation of computer and telecommunications systems.
- Principles and practices of computer systems analysis.
- Functions, capacity, characteristics, and limitations of computers and related equipment.
- Principles and practices of systems troubleshooting.
- Principles and techniques of microcomputer systems, programming, and networking.
- Principles and practices of training as related to personal computers.
- Standard database, word processing, spreadsheet, and report generation PC software packages.

Ability to:

- Analyze and define user problems and requirements and develop efficient, cost-effective computer application solutions.
- Analyze system requirements and problems and recommend new or modified equipment or programs to meet department requirements.
- Work on multiple concurrent projects with strict deadlines and with frequent interruptions.
- Troubleshoot hardware and software problems and make or recommend modifications.
- Organize own work, set priorities, and meet critical time deadlines.
- Assist users in resolving IT systems and analytical problems.
- Prepare clear, concise, and complete technical documents, reports, and correspondence.
- Adapt to changing technologies and learn functionality of new equipment and systems.
- Establish and maintain effective working relationships with those contacted in the course of work.

Education, License, and Experience: *Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to a Bachelor's degree from an accredited college or university with major coursework in computer science, management information systems, or a closely related field, and two (2) years of progressively responsible work experience in technical systems analysis and design. A+ and MCP Certifications and/or certification as Microsoft Certified Software Engineer. Must possess a valid California class C driver's license and have a satisfactory driving record.

Physical Demands

Must possess mobility to work in various District building and facilities; strength, stamina, and mobility to perform physical work on all types of floor surfaces, and at considerable heights from ladders and elevated facility access points, and to work in a standard office setting and use standard office equipment; operate varied hand and power tools and related equipment; operate a motor vehicle and visit various District sites; vision to read printed materials and a computer screen; color vision to identify wires, parts, etc. and hearing and speech to communicate in person and over the phone. Finger, hand and arm dexterity is needed to use computer tools and equipment, and to access, enter and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel and/or crawl, reach and climb to perform work and inspect computers, peripherals and cables. Positions in this classification must be able to lift, carry, push and pull materials and objects up to 75 pounds to perform job functions.

Work Environment

Employees work in an office environment with moderate noise levels, controlled temperature conditions and may have direct exposure to electrical hazards. Incumbents may interact with upset staff, public, volunteers and contractors in interpreting and enforcing departmental policies and procedures.

Working Conditions

May be required to work flexible schedules including evenings, weekends, and holidays.