

Classification Specification: Library Technical Specialist

Classification Number: 52413
Effective Date: 04/14/2014

Pay Grade: 27
Current Exemption Status: Nonexempt

Position Summary

Provides technical support and repair services as requested. Maintains, upgrades, troubleshoots, repairs and backs up servers. Maintains inventory of computers and other hardware. Assesses staff needs and coordinates hardware and software upgrades. Contacts vendors for support or technical data. Provides work direction to student workers with software creation and maintenance.

Essential/Primary Duties

- Coordinates and provides technical support, including gathering and understanding hardware and software requirement. Installs, maintains, supports, upgrades and troubleshoots hardware and software issues as needed.
- Provides work direction to student workers.
- Develops and maintains technology inventory database and creates reports.
- Maintains server systems, including backup, security updates, upgrades, password and user maintenance and new project implementation.
- Researches, coordinates and consults with departments on hardware specifications for purchases and upgrades and provides analysis.
- Researches future technologies to improve workflow, efficiency, security or other technology needs.
- May provide other systems or technology duties or assistance as requested.

Experience and Education

Experience

- One year related experience required

Education

- Some college coursework required

Physical Requirements

Light work: with some physical demands such as continuously lifting/moving materials less than 25 pounds, but rarely moving more than 25 to 50 pounds.

Working Conditions

Work is generally performed in a well lit, temperature-controlled indoor environment with occasional exposure to the outdoors and/or any number of elements.

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Essential Competencies

- Knowledge of basic mathematical skills
- Knowledge of basic reading skills
- Ability to carry out verbal and/or written instructions
- Ability to effectively communicate, verbally and written
- Detailed-oriented and highly accurate
- Ability to work in changing environment
- Ability to work effectively in a team environment
- Ability to interact effectively with students, faculty and/or staff or the public and represent BGSU appropriately
- Ability to coordinate or lead others in accomplishing work activities
- Knowledge of computer skills, such as MS Office, presentations, spreadsheets and/or database entry/query
- Ability to access and maintain document imaging systems, including scanning and filing documents
- Ability to operate computers and peripheral equipment such as printers
- Ability to draft office correspondence
- Ability to effectively utilize audio/visual equipment

Supervisory Responsibility

Full-Time

None

Part-Time

None

Providing Direction

Full-Time

None

Part-Time

None

Responsibility for Student Workers

Provides work direction and may schedule and/or provide formal feedback.