

INFORMATION SYSTEMS SPECIALIST II

FLSA STATUS: Exempt

Grade: 8

Organizational Relationship:

Reports to: Information Services Manager. Contacts normally include library staff, administrators, branch staff, outside vendors, and computer staff in other libraries and organizations.

Supervisory: None. Some guidance and direction may be provided over staff assisting with assigned work.

Overview:

This is highly skilled and technical work in the operation and maintenance of the computer systems including the integrated library system, PC software, and various types of computer networks. Participates in staff training activities relative to computerized information systems.

Minimum Qualifications:

Knowledge of computers and computer applications normally acquired through completion of a bachelor's degree in computer science or related area; or an equivalent combination of experience and training that has provided the knowledge, abilities, and skills listed below. Working knowledge of basic electronic fundamentals. Minimum 3 years experience in computer systems and LAN network support. Experience in networking at the TCP/IP level. Experience with platform virtualization software and services. Experience in a library or other customer service support environment. Experience in help-desk or systems analysis environment. Experience in supporting and maintaining electronic mail. Current generation computer and software expertise including Windows operating system, SharePoint, Exchange, and supporting SQL databases. Experience with business intelligence tools and data analytics.

Knowledge, Skills and Abilities:

- Familiarity with Microsoft Office, Windows operating systems, and other PC applications
- Demonstrated ability to implement and maintain computer networks, including SAN Administration
- Knowledge of basic network technology, at the TCP/IP level, and telecommunications

- Knowledge of, or the ability to learn, Innovative's library information systems and their applications
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- Ability to teach computer basics and various software applications to library staff members
- Ability to work independently
- Flexible schedule to accommodate coverage of system
- Strong communication skills to deal with all levels of computer literacy
- Interpersonal relationship skills
- Organizational skills
- Problem solving
- Demonstrated ability to communicate effectively - both verbally and written
- Ability to work effectively and calmly under pressure
- Knowledge and skills necessary to work effectively as part of a team toward achievement of common goals and objectives.

Responsibilities/Duties: (Examples of work are illustrative, not exhaustive)

General

- Responsible for daily operation and maintenance of computer systems and databases as assigned.
- Maintains hardware and software for various networked and standalone PC applications.
- Analyzes and trouble-shoots problems on the integrated library system, PC's, and networks throughout the Library.
- Assists in the operation of the Library's LAN and WAN.
- Assists the library consortium's connection to, and use of, the Internet and the World Wide Web.
- Provides guidance and assistance to staff in the selection or design of appropriate PC applications as assigned.
- Coordinates activities related to the purchase, installation, inventory control, and maintenance of PC hardware and software.
- Assists in the maintenance of the Windows applications and the Library's databases.
- Works on server side of web server applications as assigned
- Functions as postmaster for e-mail system
- Attends meetings and serves on committees and task forces related to the Library's automation systems as assigned.
- Participates in special projects as assigned.
- Prepares documentation to assist staff in using networks and PC's and applications.
- Participates in development of policies and procedures related to the Library's automated systems.
- Performs routine computer room operations such as system back-up, report generation, and file maintenance.
- Assists in the resolution of data communication issues.
- Assists with staff training in use of networks, and PC hardware/software.

- Provides help desk services for internal customers and partner libraries.
- Coordinates hardware/software repairs as directed.
- Works supportively with colleagues and administration.
- Performs other related duties as assigned.

Decision Making:

Makes decisions relative to work priorities, equipment needed, training needed, suggested equipment repairs.

Accountability:

Is accountable for the efficient operation of computer systems. Meets workplace and personal development objectives as established with supervisor. Maintains good working relations with Library staff, consortium members, and external contacts. Updates skills by participating in training and other learning opportunities. Contributes ideas that improve automation services. Performs work in keeping with relevant industry and library standards, and the policies and procedures of the Library.

Working Conditions:

1. Physical Demands: Work routinely involves a considerable amount of movement and activity (bending, crouching, stretching, etc.) when installing and or troubleshooting hardware, software, and network components. Some dexterity in using small hand tools required. Lifting, carrying, pushing, and pulling computer-related equipment weighing up to 50 lb.
2. Emotional Demands: Some pressure related to sustained periods of high-volume activity and deadlines in solving computer system problems.
3. Social Environment: Most work performed with others to talk to/work with. Occasional work alone before or after “regular hours” of other staff.
4. Physical Environment: Typical office/library/computer room settings
5. Mental Demands: This is professional work requiring discretion, sophisticated reasoning and independent judgment. Work is performed with minimal supervision and allows for significant discretion and variance in work routine.