

LIBRARY IT SPECIALIST 1-3

CLASS DESCRIPTION

General Responsibilities:

This classification series is designed to describe positions in the Madison Public Library (MPL) that are responsible for performing specialized work relative to the Library's management information systems. Positions perform a variety of information technology work activities supporting the development, implementation and maintenance of automated systems specific to library staff/customer applications and the City and South Central Library Service (SCLS) networks. Under the general supervision of the Library Facilities Services Manager or another supervisor/manager, employees will exercise judgment and professional expertise in supporting the utilization of library computer applications and software, including both internal technical considerations and appropriate staff training. The employee is also responsible for troubleshooting and supporting the library security system and the automated telephone system.

Unless specifically indicated, this series is structured to provide advancement from Library IT Specialist 1 to Library IT Specialist 2, as a function of the employee's career development and generally occurs after two years at each level. Progression to a Library IT Specialist 3 is not automatic, but rather is dependent upon the employee taking on additional duties and responsibilities as well as the needs of the department and is generally accomplished through competition or a position study.

Library IT Specialist 1

This is entry-level professional work in the development or support of automated management information systems. This work is characterized by more routine and/or focused assignments where there is limited direct responsibility for the development of automated systems or the independent provision of customer support. This work is normally performed under the close to limited leadership of the Library IT Specialist 3 and direct supervision of a Library Facilities Manager, or the direct supervision of another supervisor/manager.

Library IT Specialist 2

This is objective level professional work in the development or support of automated management information systems. This work is characterized by the independent application of professional skills in providing standardized developmental or support activities, and/or serving as a contributing member on more diverse team efforts. This work is normally performed under the general leadership of the Library IT Specialist 3 and direct supervision of a Library Facilities Manager, or the direct supervision of another supervisor/manager.

Library IT Specialist 3

This is advanced professional and leadership work in the development or support of

automated management information systems. This level is characterized by responsibility for the development and implementation of automated systems and major system components or the development and implementation of support systems and programs, as assigned. This work requires considerable judgment, discretion and expertise in the development or support of highly complex and diverse management information systems. Work is characterized by significant technical or project leadership responsibility for the development and implementation of specified technology areas. Employees may be expected to supervise lower-level employees on a project basis, and provide general leadership to lower-level staff. This work is normally performed under limited supervision of a Library Facilities Manager or another supervisor/manager.

Examples of Duties and Responsibilities:

IT Specialist 1 - Development

Assist in the coordination and support of library hardware, software and application systems; install, maintain and resolve routine problems of library systems software and applications software.

Troubleshoot routine application, hardware and systems software problems and identify potential causes.

Setup new PC's, laptops, tablets, and printers in order to replace end-of-life devices.

Use work order system to enter and maintain customer requests and hardware/software issues.

Recommend corrective actions and follow through with senior Library IT Specialists.

Assist in implementing library system networking services as they relate to the library automated environment.

Participate in diverse support efforts in a training capacity in order to gain both technical competency and familiarity with organizational dynamics.

Perform related work as assigned.

IT Specialist 2 - Development

Perform all work of a Library IT Specialist 1 with a higher degree of independence, discretion, expertise, complexity and implicit responsibility.

Maintain MPL technology infrastructure. Install plug ins, patches, and extensions. Troubleshoot equipment and systems.

Work on computer-related library staff support projects. Act as a project leader on small projects and/or components of larger projects.

Evaluate hardware, network and systems software requirements. Recommend and order technological upgrades/replacements.

Participate in on-site visits with vendors. Coordinate with and review work of vendors.

Actively participate on internal teams to improve departmental programs and services.

Provide technological consultation and training to library staff. Prepare related documentation.

Coordinate procurement of new/replaced technology and recycle old equipment. Maintain inventory of all information technology equipment.

Participate in the budget planning process.

Analyze usage data and report out. Perform data aggregation/visualization services.

Write programs to automate and improve routine processes.

Respond to information technology emergencies.

Assist Library IT Specialist 3 as needed.

Maintain an equity focus in all work.

Perform related work as assigned.

IT Specialist 3

Perform all work of a Library IT Specialist 2, with emphasis on the more technically complex and responsible activities and increased emphasis on project leadership or technical leadership for the most complex information technology duties, functions and responsibilities.

Strategize technology needs for MPL. Develop policies. Advocate for new end user technology needs.

Serve as the primary liaison with SCLS. Coordinate related projects and communicate with SCLS consortium staff. Serve on the SCLS Technology Committee.

Serve as the primary liaison to the City's IT Department. Cooperate and coordinate with City IT staff and efforts as appropriate.

Provide guidance and leadership to other Library IT Specialists. Establish MPL technology liaisons at each library site and communicate and coordinate as necessary.

Participate in new development and renovation team meetings.

Work with customers on the more complex automated applications (e.g., involving some

system networking; some diversity of users and user interests; a large number of data elements and procedural considerations; and generally, a large number of variables in design, hardware/software, and potentially conflicting priorities, etc.).

Act as Project Leader on larger projects. Provide activity schedule; provide technical consultation and training to lower level staff as required.

Analyze and implement procedures in order to ensure the security and integrity of library networks. Analyze security compliance and perform risk assessment.

Actively participate in request for proposal (RFP) processes. Serve as main contact to vendors and coordinate site visits.

Remain up-to-date within Library IT trends and emerging technologies.

Monitor day-to-day budget activity. Research and participate in outside funding and grants for IT initiatives

Perform related work as assigned.

QUALIFICATIONS

Knowledge, Skills and Abilities:*

Library IT Specialist 1

Working knowledge of relevant personal computer technology and standardized system applications (hardware and software). Working knowledge of standardized support, maintenance and operation criteria for computer systems. Working knowledge of and ability to use and teach various computer applications for Windows and IOS. Ability to provide routine consultation, training and technical support to staff and/or patrons in a group setting. Ability to troubleshoot and resolve routine hardware and software computer malfunctions. Ability to resolve problems in a timely and effective manner, and to maintain an awareness of project deadlines and communicate project status, risks, and other issues. Ability to learn new technologies that emerge and impact our systems, and resolve problems involved in integrating them within our systems. Ability to effectively participate in team efforts to improve departmental programs and services. Ability to communicate effectively both orally and in writing. Ability to develop and maintain effective working relationships with internal staff and staff of other agencies. Ability to exercise judgment and discretion in completing assigned tasks. Ability to multi-task and prioritize responsibilities. Ability to maintain adequate attendance.

Library IT Specialist 2

Thorough knowledge of relevant personal computer technology and standardized system applications (hardware and software). Thorough knowledge of standardized support, maintenance and operation criteria for computer systems. Thorough knowledge of and ability to use and teach various computer applications for Windows and IOS. Knowledge of public library practices and services, and the range of related technological

applications in a public library environment. Ability to troubleshoot and resolve routine hardware and software computer malfunctions. Ability to resolve problems in a timely and effective manner, and to maintain an awareness of project deadlines and communicate project status, risks, and other issues. Ability to determine customer needs and define the scope of projects. Ability to learn new technologies that emerge and impact our systems, and resolve problems involved in integrating them within our systems. Ability to evaluate software and recommend purchase. Ability to model exceptional customer service skills, including exhibiting respect and sensitivity to a diverse clientele. Ability to effectively participate in team efforts to improve/develop departmental programs and services. Ability to communicate effectively both orally and in writing. Ability to develop and maintain effective working relationships with internal staff and staff of other agencies. Ability to provide advice, consultation, and training to diverse user groups. Ability to exercise judgment and discretion in completing assigned tasks. Ability to multi-task and prioritize responsibilities. Ability to maintain adequate attendance.

Library IT Specialist 3

Thorough knowledge of relevant personal computer technology and standardized system applications (hardware and software). Thorough knowledge of standardized support, maintenance and operation criteria for computer systems. Thorough knowledge of and ability to use and teach various computer applications for Windows and IOS. Working knowledge of public library practices and services, and the range of related technological applications in a public library environment. Ability to provide consultation, training and leadership to lower level staff. Ability to develop staff training programs and implement training materials and manuals. Ability to troubleshoot and resolve routine hardware and software computer malfunctions. Ability to resolve problems in a timely and effective manner, and to maintain an awareness of project deadlines and communicate project status, risks, and other issues. Ability to determine customer needs and define the scope of projects. Ability to learn new technologies that emerge and impact our systems, and resolve problems involved in integrating them within our systems. Ability to evaluate software and recommend purchase. Ability to model exceptional customer service skills, including exhibiting respect and sensitivity to a diverse clientele. Ability to effectively participate in team efforts to improve/develop departmental programs and services. Ability to work with or coordinate work of staff at all levels and from all departments. Ability to communicate effectively both orally and in writing. Ability to develop and maintain effective working relationships with internal staff and staff of other agencies. Ability to provide advice, consultation, and training to diverse user groups. Ability to exercise judgment and discretion in completing assigned tasks. Ability to maintain a positive and flexible approach to changing needs within the community and to a changing information environment. Ability to multi-task and prioritize responsibilities. Ability to maintain adequate attendance.

*Specific knowledge, skills, and abilities may be added for particular expertise as required on a position basis.

Training and Experience:

Generally, positions in this classification will require:

Library IT Specialist 1

Possession of a two year or four year degree in computer science or a related field, or 2 years of directly related experience. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

Library IT Specialist 2

Two years of professional experience comparable to that gained as a Library IT Specialist 1 with the City of Madison in a related area. Such experience would normally be gained following completion of a two year or four year degree in computer science or a related field, or completion of 2 additional years of directly related experience. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

Library IT Specialist 3

Two years of objective-level professional experience comparable to that gained as a Library IT Specialist 2 with the City of Madison in a related area. Such experience would normally be gained following completion of a two year or four year degree in computer science or a related field, or 2 additional years of directly related experience. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

Specific training and experience requirements will be established at the time of recruitment.

Necessary Special Qualifications:

Ability to meet the transportation requirements of the position.

Physical Requirements:

Work is primarily sedentary in nature and performed in an office environment. Employees will be expected to use standard office equipment such as a telephone, computer, calculator, copier, and fax machine. Employees must have the physical strength, coordination and acuity inherent to set up, install and test computers as assigned. Employees may be expected to visit sites throughout the City in order to troubleshoot issues.

| Department/Division | Class Title | Comp. Group | Range |
|----------------------------|-------------------------|--------------------|--------------|
| Library | Library IT Specialist 1 | 33 | 2 |
| Library | Library IT Specialist 2 | 33 | 3 |
| Library | Library IT Specialist 3 | 33 | 4 |

Approved:

Erin Hillson
Human Resources Director

Date