

CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee (or "vacant"):

Lucas Schneider

Work Phone: 608-219-8071 (personal cell)

2. Class Title (i.e. payroll title):

Library Computer Technician

3. Working Title (if any):

N/A

4. Name & Class of First-Line Supervisor:

Mark E Benno (18/12)

Work Phone: 608-266-9632

5. Department, Division & Section:

Library Facilities, Information Technology

6. Work Address:

1301 W Badger Rd, Madison, WI 53713

7. Hours/Week: 38.75

Start time: 9:45am End time: 6:00pm

8. Date of hire in this position:

8/8/2021

9. From approximately what date has employee performed the work currently assigned:

8/8/2021

-
10. Position Purpose: (How this position fits into the overall mission, vision, and goals of your agency and work unit.)

This position coordinates all aspects of Library technology services in conjunction with the Library Computer Specialist

11. Position Summary:

Under the general supervision of the Library Facilities Manager, the Library Computer Technician is responsible for the planning, development, coordination, implementation and operation of

diverse automated, audio visual, security systems, communication platforms, library specific technology, and networked information systems/services within the Madison Public Library; providing required coordination with the City's Department of Information Technology, South Central Library System, private sector contracting partners, and other entities, both public and private; managing all work orders and projects related to technology; coordinating technology training for Library staff; and working in consultation with their lead worker, the Library Computer Specialist. This employee works collaboratively with their lead worker, and can also effectively work on independent projects.

12. Functions and Worker Activities: (Do NOT include duties done on an "Out-of-Class" basis.)

- 30% A. Support Library Technology
 - 1. Coordinate work orders submitted by library staff
 - 2. Troubleshoot technology equipment/systems
 - 3. Train staff on new or existing technology, including coordinating training documentation
 - 4. Review technology response with the Library Computer Specialist and report on possible improvements

- 20% B. Network & Technology Coordination
 - 1. Act as supporting liaison with City of Madison Information Services
 - 2. Act as supporting liaison with South Central Library System
 - 3. Coordinate technology with qualified outside vendors/partners, and management
 - 4. Attend or facilitate meetings as necessary

- 15% C. Coordinate Technology Procurements/Upgrades
 - 1. Work with library staff and the Library Computer Specialist to create technology plans for new and updated technology
 - 2. Coordinate procurement of new/replaced technology within the City framework
 - 3. Evaluate existing technologies and make recommendations based on reports/data
 - 4. Implement or coordinate new technology platforms
 - 5. Track and recommend budget or technology with the Library Computer Specialist, and reconcile purchases

- 15% D. Coordinate Technology Project Implementation
 - 1. Propose, review, and/or participate in new technology projects in consultation with the Library Computer Specialist
 - 2. Meet vendors on site to review project proposals
 - 3. Train staff on new equipment and procedures, including coordinating training documentation
 - 4. Maintain technology infrastructure

- 10% E. Data Visualization and Web Development
 - 1. Aggregate, clean, and visualize monthly data and statistics from a wide variety of sources
 - 2. Present data visualizations and facilitate making data-informed decisions
 - 3. Develop and maintain a cross-platform WebExtension that provides many additional tools and shortcuts within the Library Services Platform

- 5% F. Coordinate Sustainable and Equitable Technology Approach
 - 1. Investigate equitable and accessible technology applications
 - 2. Prioritize technology according to an equity lens
 - 3. Dispose of old technology sustainably

- 5% G. Perform as a Member of the Madison Public Library Team
1. Foster community through a commitment to continued personal growth, specifically in the areas of racial equity and social justice
 2. Actively participate in staff meetings, system-wide meetings, etc., to elevate the technology experience and viewpoint
 3. Engage with co-workers positively and constructively to help improve processes and communication across our buildings and systems
 4. Other Duties as Assigned

13. Primary knowledge, skills and abilities required:

Working knowledge of directly related personal computer technology, including networking systems and relevant Microsoft and other operating systems. Working knowledge of system support and operating criteria (both hardware and software considerations). Working knowledge of system maintenance factors and objectives. Ability to provide technical support to uses in project development, problem resolution/troubleshooting for routine hardware and software computer malfunctions, and coordination with vendors. Ability to readily become familiar with specialized Library computer systems and technological needs. Ability to deliver hardware and software procurements to assist in the development of related scopes of work and to evaluate responses and proposals to hardware and software bids. Ability to prepare technical specifications and facilitate/coordinate consultant efforts. Ability to communicate effectively, both orally and in writing. Ability to effectively participate in team efforts to improve departmental programs and services. Ability to develop, oversee and/or implement computer training materials and procedures manuals. Ability to ensure the effective on-going operation of multiple internal systems and to establish meaningful system documentation and security procedures. Ability to maintain effective working relationships. Ability to work with diverse groups of people to solve problems. Ability to work effectively with multicultural populations. Ability to work effectively both individually and as a team member Ability to work well under the direction of the Lead Worker while also effectively planning and working independently. Ability to work during the evening and/or on the weekends and respond to technology emergencies. Ability to maintain adequate attendance.

14. Special tools and equipment required:

None

15. Required licenses and/or registration:

Valid WI Driver's License

16. Physical requirements:

Employees must have the physical strength, coordination, and acuity inherent to set up, install, and test technology. Employee will be expected to visit sites throughout the city in order to fulfill responsibilities of the position. Employee must be able to lift 50 pounds.

17. Supervision received (level and type):

Library Facilities Manager, Supervisor

Library Computer Specialist 2, Lead Worker

18. Leadership Responsibilities:

- This position: is responsible for supervisory activities (Supervisory Analysis Form attached).
 has no leadership responsibility.
 provides general leadership (please provide detail under Function Statement).

19. Employee Acknowledgment:

- I prepared this form and believe that it accurately describes my position.
 I have been provided with this description of my assignment by my supervisor.
 Other comments (see attached).

EMPLOYEE

DATE

20. Supervisor Statement:

- I have prepared this form and believe that it accurately describes this position.
 I have reviewed this form, as prepared by the employee, and believe that it accurately describes this position.
 I have reviewed this form, as prepared by the employee, and find that it differs from my assessment of the position. I have discussed these concerns with the employee and provided them with my written comments (which are attached).
 I do not believe that the document should be used as the official description of this position (i.e., for purposes of official decisions).
 Other comments (see attached).

SUPERVISOR

DATE

Instructions and additional forms are available from the Human Resources Dept., Room 261, Madison Municipal Bldg., calling 266-4615 or visiting cityofmadison.com/employeeenet/policies-procedures/position-descriptions.