The Urbana Free Library

IT SPECIALIST

JOB DESCRIPTION

Department:	Information Technology	**Benefits:**	Yes
Division:	Administration	**Percent Time:**	Full-time (39 hours per week), including evening and weekend hours.
Job Type:	Civil Service	**FLSA Status:**	Non-Exempt
Reports To:	Information Technology Manager	**Pay Grade:**	27

JOB SUMMARY

The IT Specialist is responsible for the effective operation of IT services and support across the organization. Serves as a technical expert for the development, implementation, management, and support of systems and networks. They evaluate new and enhanced approaches ~~to~~ for delivering IT services; test and optimize the functionality of systems, networks, and data; and define technical requirements. Assists the IT Manager with the provisioning, installation, configuration, operation, and maintenance of Library system hardware, software, and related infrastructure. The IT Specialist reports to the IT Manager.

ESSENTIAL FUNCTIONS

- Leads in the design and implementation of IT systems that address departmental needs in the areas of infrastructure, applications, and security.
- Maintains and supports a ~~Cybersecurity~~ cybersecurity strategy and leads cybersecurity tool~~s~~ deployments (end-point protection, patch management, firewall rules, etc.).
- Installs, configures, and manages Windows servers hosted in a HyperV environment.
- Installs, configures, and manages data center infrastructure (servers, storages, networks, switches, Wi-Fi controllers, etc.).
- ~~Responsible for~~Oversees the entire life-cycle of IT ~~Solutions~~solutions, from requirements and design to regular maintenance, updates, and fixes.
- Liaises with vendors for technical support and services.
- Installs, configures, and manages services including DNS, DHCP, Active Directory, and Group Policy.

- Trains Library staff in the operation of Library hardware and software.
- Creates and maintains internal documentation.
- Takes technical leadership responsibility for one or more concurrent projects that require custom system design and deployment.
- ~~Lead in the design and implementation of IT systems that address departmental needs in the areas of infrastructure, applications, and security.~~
- Performs other related job duties as assigned.
- Attends department and other meetings as assigned.

JOB REQUIREMENTS

Education & Experience
- High school diploma or equivalent.
- Any combination of four (4) years of directly related work experience or college coursework that would provide technical knowledge in installing, upgrading, troubleshooting, and maintaining computers, servers, and networking equipment in an enterprise environment.

Skills
- Administration skills with Windows Server (including AD, DHCP, Hyper-V, file management).
- Proficiency with network architecture, VPN~~s networks,~~ firewalls, encryption, and other aspects of network security technologies.
- Superior computer hardware and software skills in a Microsoft Windows environment.
- Knowledge of IT principles, concepts, and methods; systems testing and evaluation principles, methods, and tools; IT security principles and methods; Internet technologies; and/or emerging information technologies.
- ~~Exceptional~~ Excellent organizational, interpersonal, analytical, and decision-making skills.
- Excellent~~ptional verbal and nonverbal~~ communication skills.
- Knowledge of security concepts like access control, authentication, and authorization.
- Strong customer service focus.
- Dependability and honesty.

Ability to
- Install, configure, maintain, troubleshoot, and resolve issues with workstations, printers, servers, A/V equipment, and networking equipment.
- Communicate clearly and effectively, both verbally and in writing, with Library staff, patrons, volunteers, and vendors.
- Convey technical issues using clear, concise verbal and written communication.

- Manage multiple assignments and meet deadlines.
- Execute projects and tasks, ~~either~~ independently, by overseeing the work of ~~supervising~~ hourly employees or volunteers, or coordinating with other IT professionals.
- Properly route and troubleshoot issues, questions, and user requests in a timely and accurate manner using a ticketing system.
- ~~Possess strong analytical, interpersonal, and communication skills and have the ability to work~~ Work with minimal supervision in a team environment.

General

- Regular schedule may ~~occasionally~~ need to be adjusted for upgrades or emergencies and to accommodate the needs of the department or Library.

CONTACTS: INTERNAL/EXTERNAL

- Regular contact with Library staff and patrons.
- Occasional contact with vendors.

SUPPLEMENTAL INFORMATION

Working Environment: *The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- The work will occur primarily at The Urbana Free Library.
- Possibility of contact with electrical hazards.
- Works in close association with others.
- This position contains a high degree of complexity requiring special training and skills.
- Work is subject to deadlines and frequent interruptions.

Physical Requirements:

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be met to enable individuals with disabilities to perform essential functions.

Lifting: Physical strength and agility sufficient to lift and maneuver up to 50 pounds. Ability to climb ladders, reach with hands and arms, crouch, or crawl.

Manual dexterity: Perform repetitive tasks quickly, neatly, and accurately.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; visually inspect work in progress; and the ability to adjust focus to both print and electronic text.

Hearing: Hear in the normal audio range with or without correction.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to that position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

The Urbana Free Library is an Equal Opportunity Employer.

Last u~~U~~pdated: April ~~5,~~ 2023