GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position is responsible for supporting the department’s information technology systems for staff and patrons of Libraries & Information Services. Reports to the Information Technology Manager.

ESSENTIAL JOB FUNCTIONS

Performs routine installation and maintenance of personal computer and related equipment for staff and public access computers; provides technical support to users; troubleshoots problems related to network, internet, server and connectivity; performs routine repairs; or coordinates repair service with necessary outside entities.

Deploys new personal computers, printers, and other hardware; schedules and installs software upgrades for staff and public access computers; coordinates security updates and security software on personal computers; maintains inventory and software licenses for all personal computers. Maintains server and Active Directory for Newport News Public Library System public domain. Works within City’s enterprise network to configure, troubleshoot, and maintain the department’s systems.

Coordinates and performs a variety of technical functions related to personal computer (PC) applications development and programming; performs web content management for internal web site development and maintenance and provides training and technical assistance to departmental staff.

Schedules and performs installation of updates and patches.

Configures and tests new or updated computer applications and hardware; tests software for compatibility with internal Library systems.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City’s Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.
REQUIRED KNOWLEDGE

- **Computer Hardware** – Knowledge of hardware and software, networking concepts and configurations, Windows Server Operating Systems, personal computers, laptops, printers (laser, inkjet, or barcode), and cabling systems.
- **Computer Software** – Knowledge of Microsoft Office products, Access, InfoPath, MS Active Directory, Adobe Acrobat Professional, Flash, Shockwave, Java, Remark, Crystal Reports and related departmental software and programs.
- **Computer Programming** – Understanding of data processing principles and practices related to applications development and programming.
- **Information Technology** – Comprehensive knowledge of modern methods, concepts, practices, and principles related to the architecture, design, integration, management, support, and operations of information systems and software applications. Knowledge of multiple computer languages.

REQUIRED SKILLS

- **Customer Service** – Thorough knowledge of principles and processes for providing customer services. This includes meeting established quality standards.
- **Interpersonal Relationships** – Develops and maintains cooperative and professional relationships with employees and all levels of management to include representatives from other departments and organizations.
- **Judgment/Decision Making** – Evaluates the best method of research and then exercising appropriate judgment in establishing priorities and resolving complex matters. Considers the relative costs and benefits of potential actions to choose the most appropriate one.
- **Time Management** – Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology.
- **Project Management** – Knowledge of planning, organizing and managing resources to bring about the successful completion of specific project goals and objectives.

REQUIRED ABILITIES

- **Critical Thinking** – Using logic and reasoning to understand, analyze, and evaluate complex situations and research information to identify the strengths and weaknesses of alternative solutions, conclusions or approaches.
- **Analytical** – Ability to analyze and interpret data and perform logical problem solving based on knowledge of MS Operating Systems, transmission control protocol/Internet, networking and various software applications.
- **Communication** – Ability to effectively communicate complex and technical ideas and proposals to include preparation of reports, schedules, and documentation. Ability to listen and understand information and ideas presented verbally and in writing.

EDUCATION AND EXPERIENCE

Bachelor’s Degree in Computer Science, Information Systems or a related field with 1-2 years of related experience or an equivalent combination of education and experience. Certification(s) for Cisco Associate (CCDA/CCNA), CompTIA (A+ and/or Network+), or Microsoft Network Administrator/Engineer (MCNA or MCSE) or a Microsoft Professional (MCP) is preferred.
ADDITIONAL REQUIREMENTS

Requires an acceptable general background check to include a local and state criminal history check, an acceptable sex offender registry check and a valid driver’s license with an acceptable driving record.

PHYSICAL REQUIREMENTS

• Requires the ability to exert light physical effort in sedentary to light work.
• Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). May occasionally involve heavier objects and materials (up to 40 pounds).
• Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

• Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
• Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Performance of essential functions may require exposure to adverse environmental conditions, such as dirt, dust, confined spaces, machinery, vibrations, electric currents, or traffic hazards.