Long Beach Community College District

CLASS SPECIFICATION
Library Systems Technician

FLSA Status: Nonexempt
EEOC Job Category: Technicians
Union Representation: Represented

GENERAL PURPOSE
Under general supervision, provides technical support and first-level problem resolution services for the operation and use of the Library’s computer lab and staff computers and peripheral equipment, local area networks, servers, operating systems and Library software; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS
Library Systems Technician is responsible for providing first-level technology support to the Library’s computer lab and computer users. An incumbent is responsible for troubleshooting and maintaining the Library’s local area network, servers and systems and maintaining computer lab and staff computers and workstations. An incumbent is also responsible for assisting the Systems Librarian in planning, implementing and maintaining Library computer systems for student, staff and faculty use.

Library Systems Technician is distinguished from other information technology staff by their focus on Library computer lab hardware and software. Incumbents in the latter classes are primarily responsible for installation, maintenance and administration of District-wide infrastructure and applications.

ESSENTIAL DUTIES AND RESPONSIBILITIES
The duties listed below 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 this class.

1. Troubleshoots and maintains the Library’s local area network, servers and operating systems; performs system backups.

2. Maintains student and staff workstations; assists in planning, evaluating, selecting and installing computers and applicable hardware and software; updates student and staff workstation hardware, software, printers and other peripherals; installs upgrades for library system software; cleans student workstations of spyware, viruses and other malicious software; maintains and troubleshoots network printers; investigates and solves software viruses and hardware problems; works with information technology staff to resolve large and complex computer networking problems; serves as technical liaison with vendors for subscription databases and printer networking software services.

3. Assists Systems Librarian in planning, implementing and maintaining Library computer systems for student, staff and faculty use; consults with Librarians regarding present and future technology needs.
4. Participates in interviewing, hiring and training student assistants; supervises and monitors student assistant work and ensures accuracy of work; inputs student worker hours into the payroll system and maintains time cards.

OTHER DUTIES
1. Assists other Library staff as required.

QUALIFICATIONS

Knowledge of:
1. Terminology and basic practices applicable to performing paraprofessional work in a community college library.
2. PC hardware, operating systems and characteristics.
3. Basic principles and practices of computer platform and network operating systems similar to those used by the District’s library.
4. Methods and techniques for the installation and configuration of hardware, software and network connectivity.
5. Methods and techniques for troubleshooting, determining the causes of and resolving hardware, software, network and system problems and device errors and failures.
6. Uses and operations of standalone and networked PCs and standard business software.
7. Standard software packages, including word processing, spreadsheet, presentation, graphics and database programs.
8. Standard office practices, procedures and equipment.
9. Principles and practices of sound business communication.

Ability to:
1. Operate computer and peripheral equipment.
2. Install and configure PCs, printers, other peripheral equipment, devices, presentation and instructional equipment and other technology tools.
3. Troubleshoot, diagnose and resolve computer and PC hardware, software and connectivity problems and failures of varying difficulty efficiently and effectively.
4. Understand, interpret, explain and apply library and computer lab rules, regulations and policies.
5. Make sound independent judgments within established guidelines.
6. Understand and follow oral and written instructions.
7. Communicate clearly and effectively, both orally and in writing.
8. Establish and maintain effective working relationships with District management, staff, students, vendors and others encountered in the course of work.

**Education, Training and Experience:**
A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or GED equivalent; and three years of increasingly responsible experience in IT hardware and software support, preferably in a library setting; or an equivalent combination of training and experience.

**Licenses; Certificates; Special Requirements:**
A valid California driver’s license and the ability to maintain insurability under the District’s vehicle insurance policy.

**PHYSICAL AND MENTAL DEMANDS**
The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical Demands**
While performing the duties of this class, employees are regularly required to sit and stand; talk and hear, in person and by telephone; use hands to finger, handle, feel or operate standard office equipment; and reach with hands and arms. Employees are frequently required to walk and stoop, kneel and bend to retrieve library materials. Employees regularly lift up to 25 pounds and push or pull up to 100 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

**Mental Demands**
While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; work with constant interruptions; and interact with District management, staff, students, vendors and others encountered in the course of work.

**WORK ENVIRONMENT**
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

An employee works under typical library conditions, and the noise level is usually quiet.