

## **Northwest Georgia Regional Library Information Technology Assistant**

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**The Information Technology Assistant at NGRL reports to the Technology Services Librarian and is responsible for management of NGRL Internet Lines; NGRL Networks (In-house and Wireless); installation, maintenance, update, repair, and troubleshooting of NGRL networks, computers, software, and peripherals; and courier duties. This position may require occasional night or weekend work.**

### **Duties**

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Library Information Technology Assistant duties include (but are not limited to):

- Providing provisioning, installation, maintenance, update, and repairs for all technology equipment in the region on a regular basis.
- Preparing mobile devices for circulation or in-library use.
- Troubleshooting, documenting, and resolving issues reported to the IT department, escalating when necessary.
- Running and maintaining cabling, wireless access points, and other networking equipment.
- Providing NGRL staff training and train the trainer instruction.
- Couriers computers, equipment, peripherals, network devices, and/or library materials to branch libraries for delivery at least 1 day per week.
- Collaborating with the Technology Librarian to improve IT Department workflow and documentation.
- Reporting any major issues and conferring with the Technology Librarian and Library Director concerning all aspects of NGRL networking, computer, or library information technology issues.
- Attending workshops, seminars, etc. to stay abreast of developments in library operations and technology.
- Staying current on issues relating to computers, network systems, and the Internet, including new products and procedures.
- Making unscheduled visits to any affiliated library if a technology emergency arises.
- Assisting with occasional upgrades or installations that may occur after hours or on weekends.
- Covering shifts at public service desks as assigned.
- Performing other duties as assigned.

### **Technology**

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#### **Operating Systems:**

- Windows 7, 10, Server 2012
- iOS/macOS
- Android/ChromeOS
- Linux distributions

**Hardware:**

- 3D Printers / 3D Scanners
- Virtual Reality Headsets
- Printers, scanners, fax machines
- VoIP phones
- Projectors, PA systems
- Wireless access points
- Switches, firewalls, servers

**Software:**

- Microsoft Office Suite
- Integrated Library Systems (ILS)
- Computer time management software
- System restoring software
- Web browsers and mobile apps

**Education**

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**Minimum Qualifications:**

- High School Diploma or GED and either
- Certification in Computer Information Systems or Networking such as CompTIA OR
- 2 years of work experience in field of computer network systems installation, maintenance, and repair

**Preferred Qualifications:**

- Associate's degree in Computer Information Systems, OR
- 3+ years of work experience in the field of computer network systems installation, maintenance, and repair
- Library experience is a plus

**Skills**

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**Knowledge, Skills, & Abilities:**

- Bilingual is a plus
- Valid driver's license
- Self-motivated and able to work independently
- Ability to research and problem-solve in order to troubleshoot
- Ability to prioritize and multi-task
- Ability to document issues, procedures, and tasks

**Computer skills:**

- Installation, configuration, and troubleshooting of the operating systems, hardware, and software listed above
- Ability to guide users through common computer issues in-person and over the phone
- Above average familiarity with mobile devices and popular websites and email clients

**Customer-service skills:**

- Outgoing, Friendly
- Polite, patient
- Service oriented, eager to help

**Work Environment**

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The library information technology assistant will generally work indoors. Much of the time is spent at desks or computer terminals. Time is also spent in the library van traveling between library branch locations while delivering computers, equipment, or peripherals and/or installing or upgrading the same. Time will be spent standing while covering shifts at public service desks or providing class instruction. Some tasks may require bending, stretching, reaching and possibly lifting boxes up to 40 lbs.