
EAST CLEVELAND PUBLIC LIBRARY
COMPUTER TECHNICIAN II - JOB DESCRIPTION

Job Title: Computer Technician II	FLSA Status: Non-Exempt
Reports To: Information Technology Manager	Grade: FT/PT Hourly
Department: Information Technology	Last Revision: 2/21/2017
Approved By:	

GENERAL SUMMARY:

Under general supervision, the Computer Technician II performs basic setup, support, maintenance and troubleshooting of standalone and networked PC's, software, terminals, and peripherals.

All East Cleveland Public Library employees are expected to exercise sensitivity when working with others, display common sense and good judgment, actively promote the Library to the public, uphold the highest level of confidentiality, honesty and integrity, and represent the Library in a positive and professional manner at all times.

ESSENTIAL JOB RESPONSIBILITIES:

- * Configures and installs computer, peripheral and network equipment
- * Maintains good relations with the public and staff individually and in general
- * Schedules and performs maintenance on computer equipment (as needed)
- * Installs new software and software upgrades (as instructed)
- * Provides first line support for hardware, software, network problems, and Library catalog system
- * Troubleshoots hardware and software problems; makes repairs
- * Assists supervisor/manager in training staff
- * Conducts basic computer classes for public as assigned
- * Communicates with staff to diagnose problems and keep them informed on technical issues
- * Assists staff in setting up computer equipment for demos, workshops and meetings
- * Maintains an accurate log of necessary maintenance, repairs and inventory
- * Offers suggestions about potential technology resources purchase
- * Installs work stations and software
- * Links and sets up hardware equipment
- * Carries out other associated tasks when requested during work hours

QUALIFICATIONS:

- * High School Diploma
- * An Associates' Degree and/or Microsoft certification(s) is preferred, but not required

- * A degree in Computer Science or related field is helpful with a minimum of two (2) years' experience or any equivalent combination of experience and training will be considered, which provide the required knowledge, skills, and abilities for the position

SKILLS:

- * Knowledge of Windows and Mac Operating Systems
- * Demonstrates history of strong organizational practice
- * Demonstrates competency in business-related mathematics and computer-related applications, including spreadsheets, accounting and other applications
- * Works effectively in a busy office atmosphere with frequent interruptions
- * Transports equipment weighing 20-40 lbs.
- * Works independently with limited supervision
- * Deals with problems involving several variables in familiar context
- * Gathers, collates and classifies information
- * Reads, copies and records figures?
- * Adds, subtracts, calculates fractions, decimals and percentages
- * Communicates effectively in written and oral form
- * Handles confidential records and information
- * Maintains flexibility in scheduling with regard to lunch breaks and length of work day, including weekends

OTHER REQUIREMENTS:

- * Attends staff meetings
- * Serves on temporary committees, as requested
- * Maintains and increases knowledge and skills through attendance at meetings, conferences, training seminars and in-service training sessions
- * Works with frequent interruptions
- * Performs additional duties and assignments, as assigned

Application and job description are available at <http://www.ecpl.lib.oh/cjobs.html>. Submit application online. Resumes and cover letters can be emailed to ecpljobs@ecpl.lib.oh.us or mailed to:

Hiring Committee
East Cleveland Public Library
14101 Euclid Avenue
East Cleveland, OH 44112
