| Job Title: Computer Specialist | Department: Computer Services |
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| Classification: LTA II, LTA III, or Library Associate | FLSA Status: Non-Exempt |
| Reports to: Network Administrator | Supervises: None |

**Primary Duties**

- Assist the Network Administrator in maintaining all computer hardware and software including public and staff computers, servers, the automation system, and other computer and network equipment.

- Provide technical assistance to end users experiencing hardware, software, printer, and network issues.

- Maintain detailed records of all communication transactions, problems, remedial actions taken, and installation activities using programs such as NinjaOne, Microsoft Teams, and other similar programs.

- Perform regular maintenance tasks such as software updates and patch management.

- Create and update user guides and documentation.

- Perform physical inventory of all library technology equipment and software licenses.

- Assist Supervisor in managing surplus technology equipment, which may involve administering and documenting online surplus auctions, donations to eligible entities, or other alternative disposal or recycling methods within the appropriate legal guidelines and library policies.

- Perform daily, weekly, and monthly routines such as reports, backups, helpdesk tickets, and updates.

- Stay abreast of advances in computer technology by attending continuing education programs, involvement in local technology groups and reading current literature on new technologies.

- Evaluate new technologies and make recommendations for improvements.

- Provide technological training for library staff and patrons as required.

- Work cooperatively and in professional harmony with staff members, administrators, and the community.

- Follow all library policies and procedures.

- Perform other duties and assignments as required.

**Education, Experience, and Training**

- Minimum of two years of directly related experience, normally obtained after graduating with a degree in computer technology or related field. Other combinations of experience, training, and/or certifications which provide the required knowledge, skills, and abilities to perform job duties will also be considered.

- A+ certification required.
- Network+ certification preferred
- Microsoft certifications and library experience preferred.

**Knowledge, Skills, and Abilities**

- Proven experience in the configuration, installation, and troubleshooting of Microsoft desktop and server operating systems, Microsoft 365, Virtualization, RMM software, and Antivirus software.
- Demonstrated knowledge of Microsoft Active Directory, Azure, firewall technology, basic networking concepts (Subnetting, DNS, DHCP, VLANS, VPN), remote access software, VOIP, and wireless networking.
- Proficient in installing and terminating both copper and fiber optic network cabling, ensuring reliable connectivity and adherence to industry standards.
- Strong troubleshooting skills and the ability to resolve technical issues quickly and efficiently.
- Ability to multitask and handle various duties which may be interrupted or changed by immediate circumstances.
- Effective written and oral communication skills. Ability to convey technical information in terms that are understandable to any audience.
- Ability to work well in groups and individually with little supervision.

**Hours and Working Conditions:**

- Regular work schedule is typically 8:30am – 5:00pm Monday through Friday but may be changed based on the needs of the library. Some weekends and evenings may be required for emergency situations or special projects.
- Ability to lift and move items and materials up to 50 pounds in weight; push or pull carts loaded with materials weighing more than 150 pounds.
- Must be physically able to frequently sit, stand, walk, kneel, reach, bend, and be able to climb ladders and step stools, work in confined spaces as well as areas where there is exposure to dust, where seating cannot be provided, and work in various weather conditions to include sun, rain, heat, cold and occasionally ice and snow.
- Must have a valid state of Louisiana driver's license or obtain one within 60 days of employment and maintain throughout employment. Must have own personal transportation and maintain an active and acceptable vehicle registration and the minimum auto insurance mandated by the state of Louisiana throughout employment. Travel between multiple branch locations to perform job duties will be required and is essential to the position.
- Must possess and maintain an acceptable driving record throughout employment. Mandated to immediately report any accidents, violations, or changes to driving status, auto insurance, or vehicle registration to the Human Resources Manager and Supervisor immediately.