

PIEDMONT REGIONAL LIBRARY SYSTEM

POSITION TITLE: Information Technology (IT) Coordinator

HOURS & SCHEDULE: 40 hours per week, Monday-Friday, occasional evening and weekend hours

JOB SUMMARY:

The IT Technician supports all aspects of computer-related work for the Piedmont Regional Library System and provides expertise on a variety of computer-related issues.

REPRESENTATIVE DUTIES AND RESPONSIBILITIES:

- Maintains public and staff computers and electronic devices in the ten libraries across a three-county region
- Maintains the computer networks and troubleshoots bandwidth, security, and firewall issues
- Assists in creating and maintaining system websites for the region
- Completes the Category 1 and 2 E-Rate application processes for the region
- Completes the LibTech process and administers any other state technology grants
- Coordinates state-provided resources like Google Workspace and ConnectWise
- Serves as the technical point of contact for vendors and organizations working within the region
- Manages computer software updates
- Constructs and tests lockdown builds for public access devices
- Utilizes remote desktop tools and helpdesk ticketing to troubleshoot as requested by staff
- Makes recommendations on all aspects of IT-related purchases
- Other related duties as assigned

QUALIFICATIONS:

- A 4-year college degree. Other combinations of education and experience may be considered.
- A bachelor's degree in Computer Science or related field is preferred
- Experience with a variety of operating systems
- A+, Net + or other relevant certification is preferred
- Current Georgia driver's license and good driving record

Knowledge of:

- Windows operating system
- Computer hardware including troubleshooting and repair
- Wix, WordPress, and other relevant website builders and Content Management Systems
- Virus detection and other pc security software

Ability to:

- Troubleshoot IT-related problems and recommend solutions, considering a library's budget
- Maintain confidentiality regarding employee passwords, staff and board information
- Work with library staff and technology vendors, including good communication skills
- Learn and work with PINES library automation software

TRAINING, SUPERVISION, AND EVALUATION:

The IT Technician & Transportation Support Officer is supervised and evaluated by the Assistant Director. Training is provided through workshops, webinars, and other sources as needed.