



CITY OF OMAHA CLASS SPECIFICATION

CLASSIFICATION TITLE: LIBRARY TECHNOLOGY SPECIALIST

BARGAINING UNIT: [CIV MANAGEMENT](#) **CODE NUMBER:** 0725

PAY RANGE CODE: [12.2 MC](#) **REVISION DATE:** 1/14/16

NATURE OF WORK:

This is technical work providing ongoing support of information systems and processes critical to the services and operations of the Omaha Public Libraries. Work involves the operation, evaluation, recommendation, and installation of hardware and software. Responsibilities also include providing on demand support for staff and serving as a liaison with the Douglas/Omaha Technology Commission (DOT.Comm) to ensure adherence to established City standards and practices. An incumbent in this position works both independently and as part of a team with guidance from a supervisor.

ESSENTIAL FUNCTIONS: *(Any one position may not perform all the duties listed, nor do the listed examples include all the duties that may be performed in positions allocated to this class.)*

Provides support for computer applications and peripherals such as printers, network switches and routers, Wi-Fi access points, scanners, digital cameras, and personal data devices. Installs, configures, and maintains software.

Responds to and resolves user access problems with thorough troubleshooting measures for both locally and remotely hosted databases and e-resources available through the library.

Performs standard updates and routine procedures necessary for the operation of a variety of modules in the integrated library system, troubleshoots system processes, assists with the design and development of system usage reports, and provides direct support to projects that use and interact with elements of the integrated library system.

Maintains and updates web-based content, including library web pages and web graphics in support of a full range of library information discovery tools and services.

Provides monthly statistics via HTML, SQL, and other Integrated Library System (ILS) extracts including Circulation and PC Reservation statistics as well as monthly database statistics. Compiles spreadsheets for Administration.

Evaluates and maintains Summer and Winter reading club software and instructs staff on its use.

Helps administer library servers, including Website, Computer Reservation System, Integrated Library System, Catalog, Phone System, Music, and Gaming servers. Includes daily ILS backups.

Performs maintenance on Self Check machines including ordering and installing new parts. Liaisons with DOT.Comm by assisting in PC, user and IT issues, support and implementing scripts, Active Directory, and network.

Helps to manage large projects including the annual PC lease, library laptops for checkout, Youth iPad installation, ADA software for the visually impaired, and Windows migrations.

Helps to train library staff on ILS software and answers staff questions by email, phone, and in person.

Helps installation of AV equipment, including mounting projectors, screens, TVs, and billboards. Also assists with wall wiring of network cables and AV cables. Helps repair microfilm and microfiche machines.

Helps to maintain and implement gate counters at all locations.

Maintains regular job attendance in accordance with a schedule established for the position by the supervisor.

Performs other related duties as assigned or as the situation dictates within the scope of this classification.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of and ability to operate a computer or other technology using standard or customized computer or systems software applications appropriate to the assigned tasks.

Ability to learn and adapt to advances in computer and electronics device technology and software.

Ability to effectively train and teach others the basics of personal computers and software applications.

Strong analytical, troubleshooting, and problem solving skills.

Ability to conceptualize and prioritize objectives and organize work effectively.

Ability to manage multiple projects and assignments concurrently and effectively.

Ability to understand oral or written instructions.

Ability to adhere to safety policies, procedures, and guidelines.

Ability to establish and maintain effective working relationships with fellow employees and members of the general public.

Ability to stand, walk, and bend from 76 to 100% of the time; reach, stoop, squat, crouch, and push from 51 to 75% of the time; and to climb, balance, kneel, crawl, pull, and sit up to 25% of the time.

Ability to use up to fifty (50) pounds of force up to 33% of the time, up to twenty (20) pounds from 34 to 66% of the time, and up to ten (10) pounds of force from 67 to 100% of the time to move objects.

EDUCATION AND EXPERIENCE: *(The knowledge, skills, and abilities above may be acquired through, but are not limited to, the following combination of education and/or experience.)*

Bachelor's degree in Information Technology or related field

OR

Two years of college

AND

Five years of experience in information technology and computer support.

WORKING CONDITIONS: *(The conditions herein are representative of those that must be met by the employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.)*

Work is conducted in an office setting, but employee must be able to transport him/herself or coordinate transportation to locations throughout the city during the course of the work day.

Ability to work a flexible schedule, including some nights, weekends, and holidays.

EQUIPMENT OPERATION: *(Any one position may not use all of the tools and equipment listed nor do the listed examples comprise all of the tools and equipment that may be used in positions allocated to this classification.)*

Computer	Laptop	Tablets
Calculator	Copier	Fax Machine
Telephone/Mobile Phone	Digital Camera	Scanner
Wii/Xbox Gaming Equipment	Microfilm/Fiche Machines	
A/V equipment; projector, sound bar, audio player, etc.		

Previous Revision Date(s):