

LIBRARY AUTOMATION SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for providing technical support and assistance to library personnel in the installation, operation, and maintenance of computer hardware and software. The work is performed under general supervision, with considerable leeway for the exercise of independent judgment. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Provides technical assistance to library employees in use of equipment, problem solving, and software malfunctions;
 Installs, repairs and maintains computers and related equipment, including printers, modems, scanners, cabling, etc.;
 Operates diagnostic equipment and performs general repair and upgrades;
 Installs software and maintains software libraries and manuals;
 Provides basic instruction on use of equipment, software, and applications to library employees;
 Purchases computer equipment, software, and related parts;
 Maintains problem logs;
 Maintains equipment, software and parts inventories;
 May assist in adult services relating to upcoming programs;
 Oversees maintenance of building and grounds equipment, such as snow blowers, vacuum cleaners, etc.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the principles, practices, and techniques utilized in computer installation, operation, and maintenance;
 Good knowledge of computer troubleshooting principles, techniques and concepts;
 Good knowledge of a wide variety of computer software packages;
 Good knowledge of office terminology, procedures and practices;
 Ability to train others in the use of computers and various software packages;
 Ability to communicate clearly both orally and in writing;
 Ability to follow complex written and oral instructions;
 Ability to perform close detail work;
 Tact and courtesy;
 Dependability;
 Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- (a) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in computer science or a closely related field and two years of experience in the installation, maintenance and repair of computers and related equipment; or
- (b) Four years of experience in the installation, maintenance or repair of computers and related equipment; or
- (c) An equivalent combination of training and experience as defined by the limits of (a) and (b).