

CITY OF CHATTANOOGA

Classification Specification Title: Integrated Library System Tech

Department: Public Library

Pay Grade: GS.05

Supervision Received From: Assistant Director Library

FLSA Status: Non-Exempt

Supervisory Responsibility For: None

Established: 6/28/16

Revision Dates: 4/2/25;

10/20/23; 1/11/23

CLASSIFICATION SUMMARY:

Incumbents in this classification resolve problems and install upgrades for the public library's integrated library system and public computer management software system. Provide technical support in person and over the telephone to library staff. Installs, maintains, repairs, upgrades and configures operating systems, computers, software applications, and accessories including printers, keyboards, scanners, monitors and other related equipment at all library locations. Compiles and organizes statistical data and produces statistical reports.

SERIES LEVEL: This is a stand-alone position.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Provides technical support and assistance to staff and end users with the installation and updates of computer programs, installation of printers and other devices used in the operation of Library functions.

Troubleshoots problems with the integrated library system software, hardware and software issues, public computer management software, printers and other devices

Researches, organizes and prepares statistical reports using data from the integrated library systems.

Acts as liaison between department end users, supervisor, IT department and vendors in resolving complex problems to ensure operational performance.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS:

High School Diploma or GED and two (2) years of previous experience with computer support, customer service and compiling statistical data required; OR two (2) years of college or technical training in computer technology (preferred). Experience in database management is also preferred.

LICENSING AND CERTIFICATIONS: None

SUPPLEMENTAL INFORMATION:

Knowledge of various computer operating systems; installation and upgrading hardware and software; basic computer networking principles; customer service principles and statistical analysis principles.

Skill in prioritizing work; performing basic programming of computers; using computers and related software applications; providing customer service; repairing and maintaining personal computers; troubleshooting system issues; checking systems for functionality; maintaining, setting up and supporting commuter devices; setting up applications on computers and servers; documenting computer problems and solutions; reading and interpreting technical manuals and communication and interpersonal skills as applied to interaction with coworkers, supervisor, and the general public, sufficient to exchange or convey information and to receive work direction.

PHYSICAL DEMANDS: Positions in this class typically require: stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

WORK ENVIRONMENT: Medium Work: Exerting up-to 50 pounds of force occasionally, and/or up-to 20 pounds of force frequently, and/or up-to 10 pounds of force constantly to move objects. Incumbents may be subjected to electrical currents.

SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: N

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.