

JOB TITLE: Information Technology Analyst for the Library

DEPARTMENT: Information Technology, Rutherford County

JOB SUMMARY: This position is responsible for designing, developing, implementing, programming, evaluations, and maintaining computer systems, programs and applications in support of the County Library.

MAJOR DUTIES:

Designs system tools for Library operations such as database implementations, web applications, data formats, coding standards and interfaces with other local and external systems.

Advises Library staff pursuant to their request on technology including providing training, software options, outside services, and compatibility issues; ensures that Library Consortium and County tools are used effectively to accomplish appropriate goals.

Performs system support duties: researches, evaluates, and recommends computer products and services; tracks technical errors; researches computer viruses and takes appropriate protective measures; negotiates data transfer to new system.

Evaluates new technologies and possible uses; assists with developing and drafting Library technology strategies, policies, and procedures (i.e. PC usage, privacy, appropriate Internet use and public access)

Performs basic installation, administration, trouble shooting, and user support for Library network.

Assigns user accounts for new employees; assigns email addresses; creates and deletes passwords; purges accounts and changes access rights as needed.

Consults with users to define needs and requirements and test and demonstrates applications.

Trains and instructs Library users in hardware and software applications.

Coordinates hardware and software applications and upgrades with users to ensure minimum downtime.

Diagnoses and repairs PC failures.

Maintains computer information systems in support of Library activities.

Installs and maintains personal computer software and hardware for Library computers.

Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION:

Knowledge of computer information systems technology.

Knowledge of computer programming languages and a variety of high-level and procedural Languages.

Knowledge of various computer operating systems.

Knowledge of county and department policies and procedures.

Knowledge of various word processing, graphic design, spreadsheet, and database software applications.

Knowledge PC architecture and hardware compatibility.

Knowledge of relevant federal and state laws, rules and regulations.

Knowledge of Internet and worldwide web protocols and procedures.

Skill in installing and maintaining networking hardware.

Skill in installing, configuring, and maintaining client/server databases, routers, firewalls, and e-mail systems.

Skill in training and providing technical assistance.

Skill in analyzing and interpreting technical data.

Skill in utilizing a variety of programming software.

Skill in oral and written communications.

SUPERVISORY CONTROLS: The County Librarian and IT Director assigns work in terms of very general instructions. Completed work is spot-checked for compliance with procedures, and the nature and propriety of the final results.

GUIDELINES: Guidelines include Internet protocols and technical standards, hardware and software manuals, relevant federal and state laws and regulations, department and county policies and procedures, and computer system documentation and instructions. These guidelines require judgment, selection, and interpretation in application.

COMPLEXITY: _____ The work consists of varied technical information system duties. The number and diversity of tasks, the amount of necessary technical knowledge required and the need for accuracy and expediency contribute to the complexity of the work.

SCOPE AND EFFECT: The purpose of this position is to maintain computer information systems and applications for the Library. Successful performance results in accurate, easily accessible, and timely information, which contributes to overall Library goals.

PERSONAL CONTACTS: Contacts are typically with computer consultants, programmers, technical support engineers, co-workers, other county employees, and the general public.

PURPOSE OF CONTACTS: Contacts are typically to give or exchange information, provide services, and resolve problems.

PHYSICAL DEMANDS: _____ The work is typically performed while sitting at a desk or table, with intermittent standing, bending, crouching, or stooping. The employee frequently lifts light and heavy objects, uses equipment requiring a high degree of dexterity, and must distinguish between shades of color.

WORK ENVIRONMENT: The work is typically performed in an office or a Library.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: None

MINIMUM QUALIFICATIONS:

Knowledge and level of competency commonly associated with the completion of a baccalaureate degree in a course of study related to the occupational field.

Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.