

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Computer Operator, Sr.**

Dept.: **Information Technology Services**

Code Number: **10735**

Reports to: **Network and Systems Manager**

Grade Number: **12, Represented**

Effective Date: **July 2007**

FLSA Status: **Non-Exempt**

General Position Summary:

Provide specialized technical and network support for computer systems throughout KCLS. Monitor network connections and hardware. Implement and maintain system back-ups. Resolve computer system problems as required.

Essential Duties/Major Responsibilities:

Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.

1. Operates and monitors computer system and related equipment.
2. Provides maintenance to network connectivity.
3. Provides maintenance of system back-up procedures through an automated system.
4. Maintain and monitor the People Counter system, including hardware installed in branches, server hardware/software,
5. Coordinate resolution of computer problems in other areas with appropriate departmental staff. Responds to computer-related questions and problems from KCLS staff normally via telephone and email.
6. Provides technical support related to systems, network and server issues. Act as first point of contact for all IT related issues: sorting and triaging issues to the correct group or resolving the issue owned by this group.
7. Manages system implementations involving Microsoft and Unix based operating systems and web-related systems and servers.
8. Coordinates maintenance of Active Directory Users, Groups and permissions.
9. Acts as lead for the Computer Operators group.
10. Assists users in the logon process and provides configuration assistance.
11. Acts as a liaison between staff and vendors in resolving relevant questions or establishing procedures.
12. Maintains and monitors KCLS wikis, including server administration, and software support.
13. Maintains inventory of supplies and materials; orders replacements when necessary.

Secondary Duties:

1. Assist other ITS staff with large immediate projects.
2. Provides phone support of PC's when PC technicians are not available.
3. Other related duties as assigned.

Communication:

Contacts are normally made with other KCLS employees. Frequently contacts are initiated by a third party within KCLS and occasionally are made by the incumbent or at the supervisor's request. The position has a requirement to interact frequently with customers within KCLS. Communications occasionally contain discussion about confidential/sensitive matters.

Initiative:

The position operates from established and well-known procedures (on a general basis) and is responsible for solving problems through a group processes. Some design of new programs/services or concepts is included in the position and the job involves a moderate degree of complexity. The incumbent receives moderate supervision. The position experiences regular and recurring work situations and decisions are made within strictly prescribed operating guidelines. Positions at this level have a moderate but distinct influence on library operations.

Accountability:

The position experiences regular interruptions and some flexibility is required. The incumbent is required to foresee issues associated with own work and identify future needs for supplies, equipment and resources including formulating work group plans and monitoring work product. The position makes decisions that have impact within own work unit as well as across the KCLS computer system in resolving individual problems. The incumbent's work is monitored or checked occasionally by the supervisor and/or employees experiencing problems. An error or delay in the incumbent's work could result in a delay in getting notices to patrons in a timely manner, inability of patrons and staff to use computers and loss of important computer information and resources. Records maintained by the position include individual passwords, operator's manuals, help desk logbook and back-up tapes to all servers.

Leadership:

The position does not include formal leadership responsibility and it is responsible for role modeling and promoting organizational values within own work unit.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- Graduation from high school or GED equivalent, supplemented by some higher education, vocational training or equivalent, specializing in networking, computer systems or a related field.
- Minimum two years experience in UNIX, networking, customer service in the computer systems area and general “hands on” computer experience.
- Classroom and on-the-job experience in library software and its operation as well as networking, computer configuration and computer systems.

Necessary Knowledge, Ability and Skills:

- Extensive knowledge of UNIX, networking and Cisco operating systems and their applications within libraries.
- Extensive knowledge of operating systems such as Microsoft and web-related systems and servers.
- Extensive knowledge of staff requirements throughout a library system including branch operations, to understand potential problems and operating requirements.
- Extensive knowledge of software such as Word, Excel and MS Office.
- Considerable knowledge of library circulation functions.
- Working knowledge of materials, services and other aspects of a library system as they apply to computer and networking systems.

Ability to:

- Understand and operate network routers, UNIX and networking systems.
- Troubleshoot technical problems i.e., determine the nature of a computer related problem and find a solution.
- Communicate with patrons and library staff in an effective and friendly manner.
- Configure and test computer systems and equipment.
- Understand and solve computer system related problems over the phone in circumstances where the customer frequently does not understand the nature of the problem.
- Manage system implementations within a networked operation with interrelated systems such as IPAC, SRI, Thin-client, Exchange, etc.
- Learn new skills quickly and adapt to frequent changes in programs/procedures/systems.
- Develop and maintain positive relationships with KCLS staff.
- Read, write and understand the English language.

Skill in:

- Computer systems and networking.
- The general use of computer hardware and software.

- Reading, speaking and understanding the English language.
- Customer service techniques, methods and systems.
- Assessing situations/problems and logically finding solutions.
- Listening to, understanding and interpreting information received from employees.

SPECIAL REQUIREMENTS

None

PHYSICAL DEMANDS

The position required continuous sitting, handling, hearing, keyboarding, talking, and repetitive motions of hands/wrists. The employee must occasionally lift and/or move up to 70 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

Work is performed in a normal office environment. Constant sitting, on-call status and extensive PC monitor work is required.

Advancement Possibilities:

PC Technician

Network & Systems Administrator

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between KCLS and the employee, and is subject to change as the needs of KCLS and the requirements of the job change.

Approval: _____
Director of HR

Final: 1-03

Revised: 12-09