

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **PC Material Handling Specialist**

Dept: **Information Technology Services**

Job Code Number: **10755**

Reports to: **Manager, PC Services**

Grade Number: **16, Represented**

Effective Date: **October 2004**

FLSA Status: **Exempt**

General Position Summary:

This position is responsible for technical installation, maintenance, hardware, software, and coordinated vendor support for KCLS automated material handling (AMH) systems. In addition, all duties of a PC Technician still apply including: design, install, support, troubleshoot and repair personal computers throughout the KCLS system. Determine appropriate equipment. Conduct training for LTA's and prepare manuals and instructions for department staff and PC users.

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. Work side-by-side with the vendor on AMH System Installations, learning all aspects of technical system operation.
2. Develop ongoing maintenance and support relationships and strategies with the vendor.
3. Learn and maintain all software components and interfaces of the AMH system.
4. Learn, diagnose, maintain, software and data interfaces between the AMH system and the ILS system.
5. Perform routine hardware maintenance of the AMH systems. Coordinate regular and emergency hardware maintenance of the AMH systems.
6. Install PC's and peripherals for staff and public use.
7. Troubleshoot and repair computers to a component level.
8. Design and install Windows systems and servers.
9. Evaluate the needs of users and obtain, install and customize hardware and specialty software to meet needs within established KCLS standards as required.
10. Research and recommend hardware and software, and write specifications for purchasing these.
11. Conduct training for departmental staff and users as needed.
12. Write technical documentation for technical staff and users.
13. Troubleshoot communications equipment as requested by networking department.
14. Document system and server setups.
15. Operate ITS storage areas and maintain control over ITS inventory.

Secondary Duties:

1. Complete special projects assigned by supervisor.
2. Perform other related duties as required or as assigned.

Communication:

The position has contacts both with the KCLS staff, and vendors. Contacts typically involved exchanging information, responding to requests and conducting training or solving PC problems. Communication is frequently initiated by the incumbent and contacts include ITS management staff and library managers. Contacts occasionally contain confidential or sensitive information requiring some need to exercise discretion.

Initiative:

The position is responsible for both creating new procedures and operating from established and well-known procedures. The position involves a high degree of complexity considering the technical demands placed on it and the need to interact with a variety of personalities. The position encounters unusual work situations with considerable variation from the norm, requiring the job incumbent to exercise creativity in resolving problems specific to PC operations. The AMH aspect of the position is responsible for solving problems that are technically unique. The PC aspect of the position is responsible for solving problems that effect one, many or all PCs and/or PC users throughout KCLS. Decisions are typically made within general organizational policy constraints and guidelines. The position operates independently and receives minimal supervision.

Accountability:

The position encounters frequent interruption requiring maximum flexibility. The position foresees issues associated with own work and with library and public workflow, and identifies future needs for supplies, service, system upgrades, equipment and materials. Decisions will have impact on a critical and expensive element of KCLS public service and they will affect major workflow aspects of KCLS core material handling and inventory business. The supervisor and/or those being served regularly check the work.

Leadership:

The position is responsible for mentoring PC users and less experienced technicians. The position is responsible for role modeling and promoting KCLS values within the work unit.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- Bachelor's degree or equivalent experience or training, specializing in computer technology and/or large inventory handling and robotics systems.
- Minimum two years of practical and progressive experience in PC repair, hardware and software installation and networking.
- Inventory handling and robotic experience is preferred.
- Or any equivalent combination of education, experience and training that provides the required knowledge, skills, and abilities.

Knowledge Skills and Ability:

- Some knowledge of all KCLS departments, their functions and services provided.
- Thorough knowledge of PC hardware and software systems and features.
- Considerable knowledge of KCLS circulation, inventory, and material handling workflow.
- Considerable knowledge of large system robotic hardware operations.
- Considerable knowledge of system software interfaces.
- Working knowledge of ILS file and data structures.
- Working knowledge of web-related software applications and data interfaces.
- Considerable knowledge of the KCLS Information Technology Services strategies, policies and operations, in order to diagnosis problems and offer solutions compatible with departmental guidelines.

Ability to:

- Effectively listen to other employees as part of understanding their needs and concerns.
- Exercise patience in pressure/adverse situations.
- Use diplomacy and tact to establish and maintain relationships with KCLS employees and vendors.
- Clearly and succinctly communicate technical information both verbally and in writing.
- Manage time to maximize productivity.
- Learn new technology and apply it to work situations.
- Evaluate problems and find cost effective, appropriate and creative solutions.
- Work independently with minimal supervision.

Skill in:

- Designing, installing, troubleshooting problems, and repairing PCs.
- Driving in adverse traffic conditions.
- Diagnosing problems and developing solutions.
- Using and modifying computer software and hardware.

SPECIAL REQUIREMENTS

Valid Washington driver's license.

This position requires weekend and off-hours on-call access and availability for emergency services.

PHYSICAL DEMANDS

The position requires constant sitting, keyboarding, talking, hearing, repetitive motions of hands/wrists and use of visual senses. The position requires frequent standing, walking, bending and driving. The position is occasionally required to push and pull up to 50 pounds and to lift and carry up to 35 pounds.

WORK ENVIRONMENT

Work is performed in a variety of indoor environments and may involve working in tight quarters, in awkward positions and/or working in dirty wiring closets. Work involves extensive driving, constant sitting and extensive close work (eyestrain), PC monitoring and some exposure to electrical shock.

AMH work is often performed in a warehouse environment with large systems and heavy equipment doing sophisticated automated movement of heavy material. AMH work will also be done in public library environments on sophisticated equipment requiring nimble access.

Advancement Possibilities:

Network/Systems Administrator
Manager PC Services

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: _____
HR Manager

Final: 9/30/04