

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **PC Systems Specialist**

Dept: **Information Technology Services**

Job Code Number: **10754**

Reports to: **Manager, PC Services**

Grade Number: **15, Represented**

Effective Date: **March 2003**

FLSA Status: **Exempt**

General Position Summary:

These are professional level positions within the PC Services division performing system administration, coordination and design work in various technical environments. The positions research, design, install, support, troubleshoot and repair personal computers and other system-wide workstations used throughout KCLS. They conduct training and prepare manuals and instructions for department staff and 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. Research, design, implement and maintain system-wide workstation systems such as thin client, as assigned.
2. Provide system technical support for specific customer software and hardware, as assigned.
3. Create and maintain system workstation builds such as PC and thin client, as assigned.
4. Maintain and integrate workstation related technologies such as Print Management and PC Booking.
5. Assist in training PC technicians in new technology as assigned. Conduct training for departmental staff and users as needed.
6. Provide night and weekend coverage as needed.
7. Perform all job duties of a PC Technician as assigned.

Secondary Duties:

1. Complete special projects assigned by supervisor.
2. Participate as a member of assigned committees.
3. Perform other related duties as required or as assigned.

Communication:

The position has contacts both with the KCLS staff including administration, and vendors. Collaboration and cooperation with customers must be established to accomplish assigned tasks. Contacts typically involve translating complex technical needs including system-wide needs, exchanging information, responding to requests and conducting training or solving PC or other workstation and systems problems. Communications are individual and small group including training other ITS staff on new technologies. Occasional formal presentations to groups may be required. Communications may contain confidential or sensitive information requiring the need to exercise discretion.

Initiative:

The position operates independently, from a broadly understood set of expectations. The position is expected to resolve problems, develop new services and to create new programs, methods or 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. Decisions are typically made within general organizational policy constraints and guidelines.

Accountability:

The position encounters frequent interruption requiring maximum flexibility. The position foresees issues associated with own work and identifies future needs for supplies, equipment and materials. Decisions typically have impact on own workload and work of others. Ability to determine issues or obstacles and preferred courses of action is required. The systems impacted are organization wide and affect a large number of customers (internal and external).

Leadership:

The position is responsible for mentoring PC and other workstation users and other ITS staff. The position is responsible for role modeling and promoting KCLS values within the work unit and with outside contacts and interactions.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- Bachelor's degree or equivalent experience or training, specializing in computer technology.
- Minimum two years of practical and progressive experience in PC repair, hardware and software installation and networking.

- 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 specialized, in-depth system-wide services such as thin client, Citirix, and BOHRIS.
- Considerable network knowledge.
- Considerable knowledge of Microsoft products from the systems or Back Office perspective.

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.
- Learn, understand and explain KCLS Information Technology Services strategies, policies and operations, in order to diagnosis problems and offer solutions compatible with departmental guidelines.
- Evaluate problems and find cost effective, appropriate and creative solutions.
- Work independently with minimal supervision.

Skill in:

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

SPECIAL REQUIREMENTS

Valid Washington driver's license.

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. Position requires night and weekend coverage as needed.

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

Draft: 3/04/03

Final: 3/05/03