# MICROCOMPUTER SPECIALIST
### (Range 117)

## DEFINITION

Installs, modifies, upgrades, maintains and repairs laptop, microcomputer, and network hardware, software, firmware, and peripheral equipment, and provides technical assistance and training to Microcomputer Technicians, Library Staff, management, and patrons. Participates in the development and management of project tasks related to system development, deployment, maintenance, and support.

## SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Information Technology Director, CIO and direct supervision from the Assistant Information Technology Director.

## RESPONSIBILITIES:

**Essential and marginal functions and responsibilities may include, but are not limited to the following:**

1.  Stays abreast of current trends and developments in the field of microcomputer hardware and software systems, network technologies, system security, and customer service methods and practices.

2.  Installs, configures, and integrates network hardware, software and peripheral equipment.

3.  Maintains and upgrades microcomputer hardware, software and peripheral equipment.

4.  Installs and supports specified software packages such as operating systems, word processing, spreadsheet programs and specialized library software.

5.  Installs and provide routine maintenance for facsimile machines, projectors, and other non-microcomputer related electronic devices.

6.  Use diagnostic tools, utilities, and equipment to troubleshoot and repair computer and network related problems.

7.  Assists, consults, and provides recommendations in standardization, capacity and planning and cost justifications.

8.  Researches, evaluates, and recommends microcomputer related hardware and software.

9.  Researches support contracts and coordinates equipment repairs with vendors.

10.  Configures microcomputer systems for network integration.

11.  Performs a variety of essential report and record keeping duties.

12.  Responds to staff and patrons' inquiries regarding systems operations and serves as a technical resource for the request response system as required.

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13.    Recommends or performs minor remedial actions to correct hardware, software, and peripheral equipment problems.

14.    Provides updates, status, progress, and completion information on trouble tickets and projects to the Assistant Information Technology Director.

15.    Refers major problems to the Assistant Information Technology Director.

16.    Secures, and operates district vehicles and assists the General Services Department in getting the District vehicles delivered for maintenance.

17.    Interacts extensively, in person, and over the telephone with district-wide staff and management, outside agencies, vendors, and the general public in a professional manner.

18.    Assists in inventorying, loading, and unloading of equipment to and from storage.

19.    Operates and utilizes office equipment including but not limited to personal computers, copy machines, telephone, and facsimile machines.

20.    Configures, modifies, installs, supports, and maintains third-party applications running on supported network and microcomputer hardware and software systems.

21.    Assists in the implementation of the Information Technology Department goals and objectives in conjunction with the Library District's Five Year Plan and Technology Plan.

22.    Interprets and implements Library District policies and procedures.

23.    Uses management software to perform automatic software and patch deployment.

24.    Maintains a high degree of confidentiality.

25.    Acts as a liaison between users and network support staff to resolve network related hardware and software failure and malfunctions.

**Marginal Functions:**

1.    Attends and participates in professional associations meetings and seminars.

2.    Attends and participates in staff and miscellaneous meetings as required.

3.    Performs related duties and responsibilities as required.

## KNOWLEDGE, SKILLS, AND ABILITIES

**Knowledge of:**

1.    Microcomputer operations and peripheral equipment and software associated with system.

2.    Library District, Branch, and Department policies and procedures.

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3.      Library District, Branch, and Department policies and procedures.

4.      Library District terminology and functions.

5.      Correct English usage, spelling, punctuation, and grammar.

6.      Various management software packages used by the Department.

**Ability to:**

1.      Recognize equipment malfunctions and software errors, and provide efficient response.

2.      Evaluate and provide recommendation for hardware and software acquisitions, and updates for system that will provide continued or improved efficiency.

3.      Accept and manage change and maintain flexibility.

4.      Work quickly and accurately.

5.      Work both independently and as part of a team.

6.      Understand and follow oral and written instruction.

7.      Perform multiple tasks concurrently.

8.      Exercise initiative and discretion.

9.      Establish and maintain effective working relationships with those contacted in the course of work.

10.     Organize and review work for efficient results and accuracy.

11.     Communicate clearly and concisely, both orally and in writing.

12.     Work a flexible schedule which may include evenings and weekends.

13.     Maintain the mental capacity for making sound decisions and demonstrating intellectual capabilities.

14.     Maintain the physical condition appropriate to the performance of assigned duties and responsibilities which may include:

    --standing, walking, or sitting for extended periods of time;

    --bending, reaching, stooping, and pushing;

    --lifting and carrying;

    --operating assigned equipment.

15.     Maintain effective auditory and visual perception needed for:

    --making observations;

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--communicating with others;

--reading and writing;

--operating assigned equipment.

16.     Learn new technology and software.

17.     Use various management software packages used by the Department.

**Skilled in:**

1.     Use of network computer systems and associated peripheral equipment.

2.     Use of general office equipment.

**Training and Experience:**

Associate Degree required. Three (3) years of related work experience including experience maintaining desktop computers and computer applications in an enterprise environment running Windows 10 under Microsoft Active Directory, utilizing Group Policy Management, two (2) years of which shall include network installation, desktop management, extensive customer interaction both over the phone and in person, help desk support, utilization of interactive remote support tools such as VNC or Team Viewer, and consulting on desktop issues; and one (1) year experience with management software to automate application and patch deployment required. Knowledge of wireless functionality, virtual machine environments, DHCP and DNS principles; or an equivalent combination of training, education, and experience that provides the necessary knowledge, skills, and abilities.

**License, Certificate, or Requirements**:

Possess, or have the ability to obtain, a valid Nevada Driver's License at the time of hire.

**Physical Requirements:**

Essential and marginal functions may require maintaining a physical condition necessary for the regular, and at times sustained, performance of heavier physical tasks such as walking over rough or uneven surfaces, bending, stooping, working in confined spaces, and lifting, carrying, or moving moderately heavy (20 - 50 lbs) items and occasionally very heavy (100 pounds or over) items; the complex operation of gasoline, electric, or diesel-powered machinery or shop equipment, calling for full coordination of sensory and manipulative ability in order to achieve full production to acceptable standards the manipulation of multiple controls, fine adjustments or both; the sustained operation, of such devices associated with equipment used to perform tasks required of the position; or utilizing a keyboard, standing, walking, or sitting for extended periods of time.

Tasks require depth perception, color perception, sound perception, visual perception, and oral communications ability.

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**Environmental Requirements:**

Tasks are performed with frequent exposure to adverse environmental conditions.


**FLSA:**            **NON-EXEMPT**

**CBA:**             **NON-SUPERVISOR**

**DEVELOPED:**       **SEPTEMBER 9, 2004**

**REVISED:**         **MARCH 14, 2018**
                     **JUNE 16, 2021**

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