

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Client Technology Systems Specialist**

Dept: **Information Technology Services**

Reports to: **Manager, PC Services**

Effective Date: **Revised January 2021**

Job Code Number: **10754**

Grade Number: **15, Represented**

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.

Core Competencies:

Customer Focus

Primarily focused on customer needs, able to deliver high quality, value added services. Constantly strives to find new ways to increase customer satisfaction and understanding, foster equitable services, and forge meaningful connections.

Valuing Diversity

Manages relationships with all kinds and classes of people inclusively and equitably; respects, values, and encourages the unique dimension each employee adds to the organization and each member of the community brings to the whole. Seeks opportunities to learn from differences.

Ethics, Values, and Judgement

Exercises best judgment, trustworthiness, and professional standards of conduct; consistently demonstrates organizational values, moral principles, and accountability in behavior, character and action. Defends intellectual freedom and patron confidentiality.

Professional & Technical Knowledge

Demonstrates proficiency in professional and technical skills/and or knowledge in position-related areas; purposely keeps up with current developments and trends in areas of expertise, in order to foster personal success and connections for others.

Communicates Effectively

Conveys ideas/information in a way that is clear, engaging, and suitable to the audience. Main point of their message is apparent. Listens more than they speak, responds appropriately. Seeks influence.

Approachability

Listens more than they talk; allows appropriate time for interactions; purposely builds rapport, sets positive tone and exhibits confidence by body language and speech. Maintains boundaries.

Teamwork/Collaborating

Works cooperatively and productively with others to achieve goals and deliverables. Is aware of, utilizes and celebrate their own and team member's strengths and differences.

Coaching and Counseling

Facilitates the development of other's knowledge, abilities, and skills to fulfill job and role responsibilities more effectively. Provides timely feedback, guidance, and encouragement to help others achieve better performance and goals; builds confidence of others.

Work Quality

Inspires and strives for excellence in all aspects of work including setting high standards of performance for self and others; ensures that results are complete and accurate; exhibits attention to detail.

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.

SPECIAL REQUIREMENTS

Valid Washington driver's license.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is changing tasks depending upon the shift and will at times frequently stand and walk and up to constantly sit. Will frequently reach at all levels. Neck rotation may be up to frequent. Frequent bending and twisting at waist and occasional squat or sitting on ground while hooking up equipment and performing regular duties. Constantly using hands in conjunction with finger use and frequent keyboarding, this handling or keyboarding may be repetitive up to occasionally. Seldom required to climb stairs and ladders and up to frequently operating foot controls. The employee will frequently lift 20 pounds, occasionally lift up to 60 pounds, and seldom lift in excess of 75 lbs. Employee will frequently push/pull light force and seldom push/pull carts and pallet jacks using moderate force.

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: _____
Director of HR