KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Client Technology Technician**
Dept: **Information Technology Services**   Job Code Number: **10753**
Reports to: **Manager, PC Services**   Grade Number: **13, Represented**
Effective Date: **Revised January 2021**   FLSA Status: **Non-Exempt**

General Position Summary:

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. Install PC's and peripherals for staff and public use.
2. Troubleshoot and repair computers to a component level.
3. Design and install Windows NT systems and servers.
4. Evaluate the needs of users and obtain, install and customize hardware and specialty software to meet needs within established KCLS standards as required.
5. Research and recommend hardware and software, and write specifications for purchasing these.
6. Conduct training for departmental staff and users as needed.
7. Write technical documentation for technical staff and users.
8. Troubleshoot communications equipment as requested by networking department.
9. Document system and server setups.
10. 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.

Core Competencies:

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 about differences.

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.

Ethics, Values and Judgement
Exercises best judgment, trustworthiness, and professional standards of conduct; consistently demonstrates organization's values, moral principles, and accountability through behavior, character, and action. Defends intellectual freedom and confidentiality.

Professional and 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 better 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.

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.

Teamwork/Collaboration
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.

Dealing with Ambiguity
Can shift gears comfortably; can decide and act without the total picture; can comfortably handle risk and uncertainty, does not exhibit excessive need to control or track, can 'let go' and move forward in uncertainty.

Adaptability and Flexibility
Adapts and adjusts comfortably to changing or different situations, conditions, and work responsibilities in ways that still result in productive performance.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- Associate's degree or equivalent experience or training, specializing in computer technology.
- Two to four years' practical and progressive experience in PC repair, hardware and software installation and networking.

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.

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