

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Client Technology AMH Specialist**
Dept: **Information Technology Services**
Reports to: **Manager, PC Services**
Effective Date: **Revised January 2021**

Job Code Number: **10755**
Grade Number: **16, Represented**
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.

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.

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.

Accountability

Holds self, direct reports, and others accountable for achieving intended outcomes; follows up and monitors progress to ensure that things stay on track; models organizational values and norms.

Organizing and Planning

Establishes courses of action for self, can influence others to ensure that work is efficient, appropriately sensitive to real restraints on time and resources. Willing to take a risk.

Adaptability and Flexibility

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

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.

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' practical and progressive experience in PC repair, hardware and software installation and networking.
- Inventory handling and robotic experience preferred.
- Or, any equivalent combination of education, experience and training that provides the required knowledge, skills, and abilities.

SPECIAL REQUIREMENTS

Valid Washington driver's license.

Requires weekend and off-hours on-call access and availability for emergency services.

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.

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: _____
Director of HR