

POSITION DESCRIPTION

**PORTAGE COUNTY DISTRICT LIBRARY**

An Equal Opportunity Employer

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**Job Title: Information Services Technician - Library Associate II**

Department: Information and Technology

Pay Scale: 2

Hourly  Salary   
Non-Exempt  Exempt   
Admin.  Prof.  Exec.   
Bargaining Unit

Immediate Supervisor: Information Services Manager

**JOB PURPOSE:**

To ensure computer hardware, software and operating system functions properly for both patron and Portage County District Library staff use.

**QUALIFICATIONS:**

High school diploma or equivalency required. Information and computer services experience preferred. Ability to travel to all Portage County District Library facilities and meetings as assigned.

**KNOWLEDGE, SKILLS AND ABILITIES:**

Working knowledge of current (Windows) operating system and related computer software. General knowledge of Internet and Intranet. Knowledge of computer hardware maintenance and repair. Ability to analyze equipment and software problems and resolve them. Good communication skills both written and verbal. Ability to follow instructions. Must be able to maintain an effective working relationship with others.

**PHYSICAL CAPABILITIES:**

The physical demands described here are representative of those that must be met by an associate to successfully perform the essential functions of this job. Must be able to reach, bend, stoop, climb, stand, and walk. Requires ability to move equipment from one area to another and the ability to lift 40 pounds.

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**ILLUSTRATIVE DUTIES:** (The duties listed below are intended to depict tasks performed by this classification).

**COMPUTER AND NETWORK DUTIES**

- \* Service and maintain computers, printers, terminals and related equipment.
- \* Troubleshoot and correct equipment and software problems.
- \* Under supervision, upgrade and install new hardware and software.
- \* Serve as IT resource to library staff.  
Maintain a log of problems and maintenance.

**MISCELLANEOUS AND SPECIAL ASSIGNMENTS**

Maintain knowledge and skills related to IT.  
Work with consortium liaison and perform consortium duties as assigned.  
Attend staff meetings, workshops, in-service training and serve on committees as requested.  
Perform additional duties as assigned.

\*Denotes essential function of the job.

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Employee Signature

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Date