

**LARAMIE COUNTY LIBRARY SYSTEM  
JOB DESCRIPTION**

<b>Job Title</b>	<b>FLSA Status</b>
LEAD TECHNICIAN I	EXEMPT
<b>Division</b>	<b>Pay Grade</b>
INFORMATION TECHNOLOGY SERVICES	31

**JOB SUMMARY**

The primary responsibility of the person in this position is to assist the Information Technology Services Manager in troubleshooting, maintaining, and repairing all software and networked and stand-alone hardware including but not limited to workstations, monitors, printers, scanners, wireless access points, fax, modem and telephone equipment. This individual conducts an inventory of all hardware, maintains workstations and servers and documents these activities. The IT Lead Technician also provides technical assistance to all users of hardware and software in the Laramie County Library System. The person in this position works in a team environment and must interact and maintain courteous and effective relations with library staff, patrons, vendors and consultants.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Maintains patron confidentiality in compliance with Wyoming state law.
2. Provides exceptional public service to all patrons served.
3. Assists the Information Technology Services Manager with managing, planning, and administering the library system’s network (Four Local Area Networks: Cheyenne, Burns, Pine Bluffs and the bookmobile) and wireless network.
4. Under the direction of the Information Technology Services Manager, advise and consult with library staff to maximize effective use of technology; provide regular and on-demand training; seek to make library staff independent and proficient users of technology.
5. Assists in training staff and patrons, communicating effectively with all levels of users.
6. Maintains a practical working knowledge of all necessary administration utilities.
7. Assists Information Technology Services Manager in maintaining server hardware including recommending hardware upgrades as necessary.
8. Under the direction of the Information Technology Services Manager or a Lead Technician II, assists in maintaining server software (Microsoft Server, Exchange, Network Access Storage, VMWare, etc.).
9. Manages and supports, in collaboration with IT division staff, the Library’s population of desktop, laptop and handheld computing devices including cell phone and related technologies, including all staff computers, public computers, printers, and point of sale pcs. Is responsible for installing, configuring and maintaining library software, including communication with software vendors. Collaborates with colleagues investigating, evaluating, recommending, installing, testing, and implementing technologies to improve service and optimize the information technology resources.
10. Assists Information Technology Services Manager with ordering new and replacement hardware and software.

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11. Under the direction of the Information Technology Services Manager or a Lead Technician II, develops training and documentation to share with division, library staff and/or the general public.
12. Maintains an understanding of remote access and remote management. Maintains a working knowledge of network protocols.
13. Assists in maintaining infrastructure devices including Meraki switches, a firewall and a filter.
14. Assists in telephone maintenance by troubleshooting Voice over IP Telephone System and by assisting users with telephone issues.
15. Manages assigned projects efficiently
16. Volunteers for projects to ensure workload is shared appropriately
17. Assists in keeping accurate records including but not limited to:
  - a. PC maintenance
  - b. Network maps
  - c. Baselines of all servers and core network equipment (router, firewall, etc.)
  - d. Inventory
  - e. Backup
  - f. Network statistics
18. Works as on-call support in rotation with other IT staff
19. Supports wireless technologies
20. Supports AV equipment in the meeting rooms
21. Maintains an inventory of replacement parts.
22. Keeps current on new technologies (hardware and software) and discusses possible trends with network team.
23. Maintains relevant certification.
24. Works effectively with consultants, the state library, and vendors.
25. Serves on library committees as appointed.
26. Works Greeter Desk as assigned.
27. Works Computer Center help desk as assigned.
28. Performs other related and necessary duties as assigned.

**MINIMUM REQUIREMENTS**

- Associate degree from an accredited college and
- 3 years of relevant experience and
- CompTIA A+ or
- The equivalent combination of education, experience and certification

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**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

- Must have a current driver’s license valid in the State of Wyoming or the ability to obtain one within six months of date of hire
- Proficiency with a variety of hardware both old and new and software programs related to library operations including word processing, spreadsheets, databases, scheduling and calendaring, communications, internet and WYLD
- Expert knowledge of Microsoft operating systems
- Expert knowledge of Microsoft Exchange
- Knowledge of Microsoft SQL database
- Expert knowledge of infrastructure devices
- Ability to work quickly with limited supervision, with an aptitude for detailed work and proficiency in prioritizing tasks. Priorities are defined by manager.
- Ability to train all levels of users
- Great customer service skills

**PREFERRED CERTIFICATIONS/COURSE WORK**

- Course work or preparation for professional IT certification
- Applicable associate IT certification

**REPORTING RELATIONSHIPS**

Reports to: Information Technology Services Manager  
Supervises: None

**PHYSICAL EFFORT AND WORKING ENVIRONMENT**

The essential duties and responsibilities of this job require the employee to be capable of moving computers and related peripheral equipment from one location to another as well as stooping, bending and lifting. Fine hand motor coordination needed.

**LATEST REVISED DATE 05/10/2022**