

**LARAMIE COUNTY LIBRARY SYSTEM
JOB DESCRIPTION**

Job Title	FLSA Status
LEAD TECHNICIAN II	EXEMPT
Division	Pay Grade
INFORMATION TECHNOLOGY SERVICES	34

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. Responsible for all duties of the Lead Technician I position.
4. 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. Provides leadership for the Lead Technician I positions in areas of knowledge, troubleshooting options and professionalism while keeping Information Technology Services Manager informed of issues, training needs and IT staff needs.
6. Assists Information Technology Services Manager in creating and updating Technology Plan.
7. Ensures IT procedures are created and are accurate.
8. Seeks out and identifies projects that will improve the LCLS network. Presents projects to Information Technology Services Manager for discussion, input and approval.
9. Is cognizant of issues delaying completion of projects by all Lead Technicians and brings concerns and suggestions to Information Technology Services Manager in a timely manner.
10. Sets an example of professionalism, excellent work ethic and teamwork for Lead Technician I employees.
11. If assigned, acts as team leader in the Information Technology Services Manager's absence.
12. Manages volunteers for the IT area.
13. Performs other related and necessary duties as assigned.

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MINIMUM REQUIREMENTS

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

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
- Expert knowledge of Cisco Meraki networking equipment
- Expert knowledge of VMWare and server virtualization
- Knowledge of VOIP phone systems
- 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

- VMware certified professional
- Certified as CompTIA A+

REPORTING RELATIONSHIPS

Reports to: Information Technology Services Manager

Supervises: Volunteers

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 10/21/2021