MICROCOMPUTER TECHNICIAN
(Range 115)

DEFINITION
Installs, modifies, upgrades, maintains and repairs microcomputer and network hardware, software, firmware, and peripheral equipment, and provides technical assistance and training to staff, management, and patrons. Participates in the development and management of project tasks related to system development, deployment, maintenance, and support.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Information Technology Director, CIO and direct supervision from the Assistant Information Technology Director.

ESSENTIAL AND MARGINAL FUNCTIONS--Essential and marginal functions and responsibilities may include, but are not limited to the following:

Essential Functions:

1.   Installs, configures, and integrates network hardware, software and peripheral equipment.

2.   Maintains and upgrades microcomputer hardware, software and peripheral equipment.

3.   Installs specified software packages such as operating systems, office productivity software and specialized library software.

4.   Maintains a clean and safe working environment.

5.   Installs and provides routine maintenance for facsimile machines, projectors, and other non-microcomputer related electronic devices.

6.   Use diagnostic tools, utilities, and equipment to troubleshoot and repair computer and network related problems.

7.   Assists, consults, and provides recommendations and justifications for standardization, capacity, and planning issues.

8.   Researches, recommends, and evaluates microcomputer related hardware and software.

9.   Researches support contracts and coordinates equipment repairs with vendors.

10.   Supports Library Services Platform software, office productivity software and tools, corporate timekeeping and management applications and other software applications utilized throughout the Library District.

11.   Configures microcomputer systems for network integration.

12.   Performs a variety of essential report and record keeping duties.

13.   Maintains files relevant to the Information Technology Department.

14.   Responds to staff and patrons' inquiries regarding systems operations and serves as a technical resource.

15.   Instructs staff in the use of computer hardware, software, manuals, and peripheral equipment.

16.   Recommends or performs remedial actions to correct hardware, software, and peripheral equipment problems.

17.   Provides updates, status, and project completion information to the Assistant Information Technology Director.

18.   Refers major problems and issues to the Assistant Information Technology Director.

19.   Secures and operates district vehicles and assists the General Services Department in getting the District vehicles delivered for maintenance.

20.   Interacts extensively, in person, and over the telephone with district-wide staff and management, outside agencies, vendors, and the general public in a professional manner.

21.   Assists in inventorying, loading, and unloading of equipment to and from storage.

22.   Stays abreast of current trends and developments in the field of microcomputer hardware and software, systems, network technologies, and system security.

23.   Operates and utilizes office equipment including but not limited to personal computers, copy machines, telephone, and facsimile machines.

24.   Maintains a high degree of confidentiality.

25.   Attends staff and other miscellaneous meetings

Marginal Functions:

1.   Performs related duties and responsibilities as required.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

1.   Microcomputer operations and peripheral equipment and software associated with system.

2.   Multimedia work-stations, laptops, and tablets.

3.   Cable testing equipment and monitoring tools.

4.   Local area network and wide area network principles and terminology.

5.   Centralized management principles and practices.

LAS VEGAS - CLARK COUNTY LIBRARY DISTRICT

6.   Batch files and scripting languages.

7.   Library District and IT Department policies and procedures.

8.   Library District terminology and functions.

9.   Correct English usage, spelling, punctuation, and grammar.

Ability to:

1.   Recognize equipment malfunctions and software errors and provide efficient response.

2.   Evaluate and provide recommendation for hardware and software acquisitions and updates for systems that will provide continued or improved efficiency.

3.   Accept and manage change and maintain flexibility.

4.   Work quickly and accurately.

5.   Work both independently and as part of a team.

6.   Understand and follow oral and written instruction.

7.   Maintain effective working relationships with those contacted during the course of work.

8.   Organize and review work for efficient results and accuracy.

9.   Communicate clearly and concisely, both orally and in writing.

10.   Work a flexible schedule which may include evenings and weekends.

11.   Maintain the physical condition appropriate to the performance of assigned duties and responsibilities which may include:

        --standing, walking, or sitting for extended periods of time;

        --bending, reaching, stooping, and pushing;

        --lifting and carrying;

        --operating assigned equipment.

12.   Maintain effective auditory and visual perception needed for:

        --making observations;

        --communicating with others;

        --reading and writing;

        --operating assigned equipment.

LAS VEGAS - CLARK COUNTY LIBRARY DISTRICT

13. Learn new technology and software.

14. Pull and terminate data and voice cables.

Skilled in:

1. Use of network computer systems and associated peripheral equipment.

2. Use of general office equipment.

QUALIFICATIONS

Training and Experience:

Equivalent to an Associate of Arts degree with major course work in computer science, information systems or a related field required; two (2) years of related work experience including experience maintaining desktop computers and computer applications in an enterprise environment running Windows 7, 8, or 10 under Microsoft Active Directory, utilizing Group Policy Management, one (1) year of which shall include network installation, desktop management, extensive customer interaction both over the phone and in person, help desk support, utilization of interactive remote desktop support tools such as VNC or Team Viewer, and consulting on desktop issues; knowledge of wireless functionality, virtual machine environments, DHCP and DNS principles; or an equivalent combination of training, education, and experience that provides the necessary knowledge, skills and abilities.

Physical Requirements:

Essential and marginal functions may require maintaining a physical condition necessary for the regular, and at times sustained, performance of heavier physical tasks such as walking over rough or uneven surfaces, bending, stooping, working in confined spaces, and lifting, carrying, or moving moderately heavy (20 - 50 pounds) items and occasionally very heavy (100 pounds or over) items; the complex operation of gasoline, electric, or diesel-powered machinery or shop equipment, calling for full coordination of sensory and manipulative ability in order to achieve full production to acceptable standards the manipulation of multiple controls, fine adjustments or both; the sustained operation, of such devices associated with equipment used to perform tasks required of the position; or utilizing a keyboard, standing, walking, or sitting for extended periods of time.

Tasks require depth perception, color perception, sound perception, visual perception, and oral communications ability.

Environmental Requirements:

Tasks are performed with frequent exposure to adverse environmental conditions.

License, Certificate, or Special Requirements:

Possess a valid driver's license at the time of hire and have the ability to obtain a Nevada Driver's License.

LAS VEGAS - CLARK COUNTY LIBRARY DISTRICT

FLSA: NON-EXEMPT

CBA: NON-SUPERVISOR

DEVELOPED: JULY 1, 1995

REVISED: MARCH 18, 1998
                     JUNE 22, 1998
                     NOVEMBER 20, 2002
                     JULY 17, 2007

LAS VEGAS - CLARK COUNTY LIBRARY DISTRICT