Sacramento Public Library Authority

December 3, 2009 Agenda Item 11.0: Position Description Modification and Position Control Update

TO: **Sacramento Public Library Authority Board Members**

FROM: **Arevik Bagdassari, Director of Human Resources**

RE: **Position Description Modification and Position Control Update**

RECOMMENDED ACTIONS:

1. **Approve** the revised position description for Information Technology Technician as defined in Exhibit A.
2. **Adopt** the revised Position Control Schedule as presented in Exhibit B.

REASONS FOR RECOMMENDATIONS:

Revised Position Description – Information Technology Technician

As part of the Library's ongoing efforts to maximize efficiencies throughout the organization, staff has evaluated the job responsibilities of the current Information Technology Services Specialist. At this time, staff is recommending consolidation of this classification's Position Description into the current Position Description for the Information Technology Technician classification. Essential functions unique to the Information Technology Services Specialist classification, primarily related to the support and maintenance of the Integrated Library System (ILS), statistical information reporting and support of collection of customer amounts owed, will be included in the existing Information Technology Technician Position Description.

The two positions are in the same grade level and have common technical expertise requirements. By consolidating these two classifications, increased efficiencies will be realized through cross-training of staff, allowing for more efficient assignment of daily duties. Time savings will be directed toward meeting the growing need for technical support created by the expanding use of public computers throughout the system. New library branch openings and expansions have also increased the technical support requirements beyond the capacity of existing staff assigned to this function. Combining these position descriptions provides a creative solution to expand support services without increasing staffing levels and with no added cost. The revised position description is included as Exhibit A to this report.

Revised Position Control

The revised Position Control Schedule (Exhibit B) shows removal of one Information Technology Services Specialist position and the addition of one Information Technology Technician position, resulting in a net change of 0 to the total FTE approved for the Authority.

ATTACHMENTS:

Exhibit A: Position Description – Information Technology Technician
Exhibit B: FY 2009/10 Position Control Schedule - Revised

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Sacramento Public Library
JOB DESCRIPTION

Service Philosophy: *Customers are the library's first priority. Staff:* ***understand*** *service through the lens of the customer;* ***deliver*** *service with respect;* ***make*** *decisions that support successful customer interactions. Customers: enjoy a seamless and successful library experience as defined by their own expectations; choose their own method of interaction – staff assisted, self-directed or virtual.*

Information Technology Technician
Grade: 6
FLSA Status: Non-Exempt
Designation: Represented

Department: Information Technology
Date: 12/2009

Job Summary: Performs routine repairs and maintenance on library information technology equipment; performs routine diagnostics using programs and utilities; contacts vendors and service contractors, as needed; installs replacement parts and information technology and telecommunications equipment; installs and configures PC software applications in a networked environment; supports the daily operations and maintenance of the library's integrated library system (ILS); functions as a contact with vendors; serves as a contact regarding computer and software issues to SPL staff; and performs other related duties as assigned.

Essential Functions:
(Functions listed are intended only as illustrations of the various types of work performed and may include the following duties. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

1. Installs and upgrades desktop and personal productivity device (such as PDAs) hardware, software and peripheral equipment and configures system for optimum operations;
2. Tests, installs, maintains and repairs telecommunications equipment, digital cameras, fax machines and cell phones;
3. Performs scheduled and preventive maintenance on information technology equipment;
4. Serves as liaison between vendors, technical support, network, and library departments to resolve PC operational problems; coordinates and implements corrective measures;
5. Serves as a liaison with the library's collection agency for planning and implementing services related to debt collection;
6. Diagnoses and troubleshoots PC hardware and software problems and telecommunications equipment and telephone systems, using diagnostic tools within established time frame;
7. Diagnoses, isolates and resolves circulation software problems in a specific module, server or workstation;
8. Serves as a liaison with partner libraries regarding circulation software issues;
9. Receives, assesses and distributes technology service requests via telephone and electronic help ticket system using a prescribed method for prioritization; provides immediate assistance when possible;

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10. Produces and distributes electronic and telephone notices to customers with holds, overdue, and billed materials;
11. Evaluates proposed equipment;
12. Assists in installing, maintaining, and troubleshooting Local Area Networks, Wide Area Networks, and wireless networks;
13. Orders, stores, and maintains inventories of parts and equipment necessary for light system repairs;
14. Works with staff, supervisors and managers to keep policies and procedures updated;
15. Carries out special projects as assigned;
16. Prepares, maintains, and provides statistics and reports, as assigned;
17. Reads publications in assigned work area; keeps current by attending meetings, workshops, and conferences, as assigned;
18. Maintains positive relationships with other staff and members of the public;
19. Requires regular and punctual employee presence;
20. Represents Sacramento Public Library in a positive manner;
21. Attends meetings and participates in various committees and team activities when needed; and
22. Performs other related duties as assigned.

Required Knowledge, Skills, and Abilities:
The employee is expected to perform or possess the following:

Knowledge of:

1. Sacramento Public Library's policies and procedures, and Model for Service philosophy;
2. Debt collection policies and best practices;
3. Circulation policies, procedures and best practices;
4. Knowledge of the operation and capabilities of the integrated library system;
5. English usage, spelling, grammar, and punctuation and basic mathematical principles;
6. The operation and capacity of various types of computer, telecommunication, and peripheral equipment;
7. Methods and techniques used in trouble shooting various computer hardware, software and ILS problems;
8. Principles and practices of technical problem solving, PC hardware and software products and diagnostic methods, operating systems, server connectivity, LAN/ WAN, wireless concepts, basic TCP/IP network, and other systems and terminologies;
9. Principles, practices and techniques of customer support and customer service;
10. Knowledge of and experience with Microsoft Windows, Microsoft Office and Microsoft operating systems;

Ability to:

1. Diagnose common problems related to hardware or software;
2. Respond to and identify user needs and determine resolutions;
3. Understand the customer's needs and deliver services by focusing on the customer;
4. Take initiative to ensure a positive and successful customer experience by contributing to finding solutions, regardless of assigned responsibility;
5. Respond to customers and address customer complaints/problems in a timely, accurate, courteous, respectful and friendly manner;

6. Possess attention to detail and follow through on tasks effectively and efficiently;
7. Provide technical guidance and assistance to users, customers, and team members in using computer and system hardware and software;
8. Set-up, troubleshoot, and perform routine maintenance on computer systems, telecommunications systems, and related equipment;
9. Maintain organized and accurate records, including clear and concise program documentations, user procedures, reports of work performed, and other written material;
10. Master all procedures related to assigned work area;
11. Prioritize and multitask;
12. Communicate effectively and courteously with other staff and members of the public;
13. Keep all relevant parties informed of all major issues and to recommend changes where appropriate.

Skill in:

1. Skill in keyboarding, word processing, or entering data at a speed and accuracy level necessary for successful job performance;

Education and Experience:

1. AA/AS in information systems, information technology, computer science or a related field. Additional years of experience may be substituted for the education on a year for year basis.
2. Two years of experience in the repair, installation, troubleshooting and support of electronic and computer equipment and software.

Physical and Environmental Conditions:

Work occurs in a normal office environment with acceptable lighting, temperature, and air conditions. Normally seated, standing or walking at will. This position requires moderate physical activity and the ability to lift equipment and other items weighing up to 50 pounds; the ability to use tools common to small electrical and mechanical repair work, such as screwdrivers, pliers, wire cutters and electric drill; the ability to stand for periods of time and to stoop, bend, and climb. Positions typically require frequent verbal communication, talking, hearing, sitting, reaching, keyboarding and repetitive motion of hands/wrists, and handling. Specific vision abilities for this job include close vision and the ability to adjust focus.

Work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices, libraries, and meeting and training rooms, e.g., use of safe work place practices with office equipment, avoidance of trips and falls and observance of fire and building safety regulations. Position requires travel throughout the library service area. May require working irregular hours, including evening and weekend shifts, working at various locations during the course of the workday or workweek, and being available to work additional hours and/or weekends to provide operational support. Interaction with library staff, library customers, other libraries, agencies and organizations, or vendors will be necessary to provide and receive information, or resolve situations or problems.

A valid Class C California Drivers license is required for appointment.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

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Exhibit B

SACRAMENTO PUBLIC LIBRARY AUTHORITY
POSITION CONTROL REPORT
December 3, 2009 - REVISED

PROPOSED FY 2009-2010 POSITION CONTROL - REVISED DEC 3, 2009

	FY 2009/10 Approved May 28, 2009	FY 2009/10 Proposed December 3, 2009	Change in FTEs*
Accounting Specialist	2	2	
Administrative Assistant	5	5	
Accountant/Budget Analyst	1	1	
Authority Counsel	1	1	
Building Maintenance Worker	2	2	
Capital Projects Manager	1	1	
Central Security Coordinator, Limited Term**	1	1	
Circulation Supervisor	16	16	
Collection Managment Supervisor	2	2	
Collection Management Services Manager	1	1	
Community Services Manager	1	1	
Custodial and Logistics Supervisor	1	1	
Custodian	10.75	10.75	
Deputy Library Director - Administrative Services	1	1	
Deputy Library Director - Public Services	1	1	
Director of Facilities	1	1	
Director of Finance	1	1	
Director of Human Resources	1	1	
Director of Marketing	1	1	
Events Coordinator	0.5	0.5	
Executive Assistant	1	1	
Facility Services Supervisor	1	1	
Field Custodial Supervisor	1	1	
General Services Supervisor	1	1	
General Services Worker	4.5	4.5	
Human Resources Generalist	1	1	
Human Resources Supervisor	1	1	
Information Technology Manager	1	1	
Information Technology Services Specialist	1	0	-1
Information Technology Supervisor	2	2	
Information Technology Technician	1	2	1
Librarian	51	51	
Library Associate	2.5	2.5	
Library Director	1	1	
Library Galleria Administrator	1	1	
Library Program Specialist	1	1	
Library Services Assistant	101.5	101.5	
Library Services Specialist (Emerg Technologies)	1	1	
Library Supervisor I	9	9	
Library Supervisor II	5	5	
Library Supervisor III	20	20	
Library Technician	5	5	

Exhibit B

SACRAMENTO PUBLIC LIBRARY AUTHORITY
POSITION CONTROL REPORT
December 3, 2009 - REVISED

	FY 2009/10 Approved May 28, 2009	FY 2009/10 Proposed December 3, 2009	Change in FTEs*
Literacy and Homework Center Supervisor	1	1	
Management Analyst	1	1	
Materials Processor	2	2	
Office Assistant	2	2	
Procurement-Contract Coordinator	1	1	
Public Information Coordinator	1	1	
Public Services Manager	4	4	
Safety Coordinator	1	1	
Security Supervisor	1	1	
Senior Accounts Payable Technician	1	1	
Senior Accountant	1	1	
Senior Human Resources Generalist	1	1	
Senior Information Technology Analyst	2	2	
Senior Information Technology Technician	2	2	
Senior Payroll Technician	1	1	
Special Projects and Remodeling Coordinator	1	1	
Technology Assistant	2	2	
Trainer	1	1	
Visual Communications Supervisor	1	1	
Web Developer	1	1	
Youth Services Manager	1	1	
	293.75	293.75	0.0

* FTEs are full time equivalent positions, equating part time positions into a fraction of a full time position.

** Central Security Coordinator is treated as a limited term position, pending recruitment of the Security Supervisor position, which is the official position in the Position Control schedule. Central Security Supervisor is not funded and appears for administrative purposes only.