



LA CROSSE PUBLIC LIBRARY

Associate Infrastructure

Department: Library
Division: Infrastructure Team
Status: Non-Exempt
Grade: 6
Report to: IT Network and Cybersecurity Supervisor

Summary:

The purpose of this position is to provide Information Technology support tasks as well as provide a wide variety of administrative assistant tasks associated with the management of the Information Technology Department.

This position provides outstanding customer service. Because of the nature of the job duties, daily onsite work attendance is critical.

Reporting Relationships and Team Work:

Reports to the IT Supervisor. Works closely with the Facilities team. Provides support services to colleagues throughout the library.

Essential Duties and Responsibilities:

Class specifications are intended to provide a descriptive list illustrative of the range of duties performed by employees in the class. 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. Provide Help Desk assistance to staff.
2. Install, update and configure applications
3. Assists Supervisors in providing excellent resources and desk services to meet emerging needs within the community.
4. Assists Facilities team in coverage as requested.
5. Works collaboratively with colleagues throughout the library.
6. May provide training and/or guidance to volunteer personnel and interns.
7. Performs other duties as assigned or required.

Core Skills and Qualities:

Employees are expected to demonstrate the following qualities at all times:

1. Demonstrate quality internal and external customer service.
2. Communicate effectively.
3. Exhibit reliability and dependability.
4. Be empathetic and welcoming, while maintaining appropriate boundaries with patrons.
5. Demonstrate a positive attitude and flexibility.
6. Work well with others, show respect, contribute to the team.
7. Demonstrate library values of service, integrity, collaboration, and community focus.
8. Demonstrate ability to handle multiple tasks.

Knowledge, Skills, and Abilities:

Employees are expected to perform or possess the following:

1. Knowledge of library terminology, practices, services, processes, policies and procedures.
2. Understanding of Hypervisor technology.
3. Understanding of Microsoft, Linux and storage servers.
4. Understanding of Active Directory, DNS, DHCP.
5. Library computer systems, databases, and software.
6. Customer service standards and procedures. Establishing and maintaining effective working relationships with library staff, volunteers, patrons, and the general public.
7. Reader's advisory, reference and circulation methods and techniques.
8. Community library operations, programs and services.
9. Ability to work effectively with clients displaying a wide range of disruptive or unusual behavior.
10. Comfort presenting information to individuals and groups in a variety of settings.
11. Ability to maintain and uphold confidentiality and privacy rights.

Technology Requirements:

- PC navigation skills in a Windows-based environment; ability to connect and print
- Ability to navigate, search and use web functions and software applications (i.e., time and attendance systems, performance reviews)
- Microsoft Office Suite skills (e.g., Outlook, Word, Excel) to satisfactorily complete job responsibilities

Education and Experience:

Associates Degree or equivalent; one or more years' experience in a customer service, IT, or library related field OR any combination of education and experience which would provide the required knowledge and skills and allows successful performance of the job.

Licenses, Certifications, and Special Requirements:

- Must have a valid Wisconsin State Driver's License and an acceptable driving record.
- Must pass and maintain a criminal background check.
- The ability to work evenings and weekends and to adapt to schedule changes on short notice.

Physical and Environmental Conditions:

- Work is performed in a library environment and involves regular contact with the public.
- Subject to sitting, standing, walking, bending, reaching and lifting objects up to 40 pounds.
- Must be able to push/pull library carts and lift/carry library materials.
- May be exposed to potentially intimidating and/or unreceptive members of the public.
- May work alone, without other library staff present, in the library or in community settings.

Work Schedule

Full-time, frequently including evenings and weekend hours related to service needs of clientele, outreach and special projects. Includes rotating evening and weekend hours.

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

This and all LPL positions are subject to change or transfer, based on library need.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job. La Crosse Public Library is also an Equal Opportunity Employer.