



JOB DESCRIPTION

Member Services Support Technician

Prepared By: Laura A. Horn
Board Approved: February 10, 2023

PRIMARY PURPOSE

Under the general direction of the Executive Director, the Member Services Support Technician is responsible for providing direct technical support for the hardware and software used in the day-to-day operations of member libraries; and supporting member programs/services, including, but not limited, to supporting LCI's OverDrive program, and managing the routine maintenance of third-party vendor products.

ESSENTIAL FUNCTIONS

- Provides support to member libraries receiving Managed Firewall Services through LCI, including escalating issues to the service provider's support system where appropriate.
- Provides direct desktop support services to member libraries as requested, including, but not limited to: performing routine maintenance, workstation installations, troubleshooting day-to-day hardware and software issues, and printing issues.
- Escalates issues to LCI's preferred IT partner, or other party as identified by the member library, as appropriate when troubleshooting yields no results and/or based upon severity/scope of issue or project (ex. virus outbreak).
- Troubleshoots network problems including desktop loss of connection, Internet connection problems, etc.
- Assists in the maintenance of LCI-owned Google email domains for member libraries; adds and removes users and accounts as requested.
- Supports installation and troubleshooting of ILS-related peripheral equipment such as receipt printers, label printers, and barcode scanners.
- Serves as third-party vendor liaison for issues related to AMH and RFID systems.
- Advises and supports libraries in their efforts to implement in-house procedures and solutions that enable them to self-manage hardware and software with minimal expertise.
- Develops an understanding of key workflows and makes recommendations to improve processes related to technology.
- Maintains awareness of new technologies and consults with libraries on their potential application and benefits as appropriate.
- Manages the routine maintenance of third-party vendor products sponsored by the consortium (ie. MuseumKey, CapiraMobile)
- Provides patron-facing program support for LCI-sponsored programs and services as required.
- Provides on-site IT support at member libraries as required.
- Performs other duties as assigned.



ADDITIONAL RESPONSIBILITIES

- Serves as backup for the Systems and User Services Support Specialist.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Extensive knowledge of Windows and Mac operating systems, Microsoft Office/Office 365, Google Workspace, and email client requirements.
- Networking knowledge (TCP/IP, DNS, DHCP, etc.).
- Excellent organizational skills and attention to detail.
- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Strong analytical and creative problem-solving skills.
- Ability to clearly convey complex technical information verbally and in writing to ensure information is effectively and accurately conveyed to the end-user.
- Ability to plan, prioritize competing requests, organize schedules and programs.
- Ability to identify complex problems, review available information and develop, evaluate and implement solutions within scope of authority.
- Ability to quickly learn and adopt new technologies including hardware and software.

EDUCATION AND EXPERIENCE

- Bachelor's degree in computer science or related field, or equivalent combination of education and experience required.
- At least three years of related technical experience required.
- Customer service experience required.
- Experience working in public libraries preferred.
- A+ certification preferred.

WORK ENVIRONMENT

- Prolonged periods of sitting at a desk and working on a computer.
 - Must be able to lift up to 20 pounds at times.
 - Remote work required.
 - Travel to LCI member libraries as required.
 - Must possess a valid driver's license and transportation.
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