

PHCSA

Palm Harbor Community Services Agency, Inc.

Position and Salary Range:

PHL IT Support Specialist Starting at \$18.00

Position Summary:

This position involves responsibility for performing technical library tasks approaching a professional level through the application of skills and knowledge acquired by special study and training. An employee in this category exercises considerable judgment and discretion in performing advanced technical duties. The individual needs strong knowledge of computers and how they operate, which includes having a broad understanding of hardware and software, operating systems and basic computer programming. Familiarity with electronic equipment, Internet applications and security is also required. IT Support Specialist should also have good communication skills, as the role involves frequent interaction with patrons and staff. This position reports to PHCSA IT Manager.

Supervisory Responsibilities: None

Duties/Responsibilities:

- Diagnose computer and phone system issues, monitor computer processing systems, install software and perform tests on computer equipment and programs.
- Set up new employees with email and cloud access and deactivates accounts upon their departure to maintain system security and data integrity.
- Install and configures computer equipment and schedules routine maintenance.
- Provide training to library patrons and stakeholders on software, system use, and personal devices.
- Communicate effectively with staff, vendors, and patrons to support IT needs and ensure smooth operations.
- Coordinate the implementation, and monitoring of the library's outdoor and indoor digital signage.
- Conduct regular system backups and participate in disaster recovery planning.
- Investigate, troubleshoot and resolve computer hardware and software problems in library.
- Coordinate all maintenance relating to the library's automated system.
- Perform minor repairs and orders computer parts as needed.
- Manage technology inventories, including hardware and software licenses.
- Ensuring all technology use complies with organizational policies and data security standards.
- Support patrons and library staff with AV equipment setup for meetings, programs, and events.
- Oversee and maintain the TV's, projectors, screens, hotspots and Yodeck software.
- Help to coordinate the input of monthly statistics, and support library admin and supervisors with solutions that improve this process.
- Report monthly to Director the inventory and traffic count.

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- Maintain, edit and update website.
- Create forms to support staff needs, such as surveys or other fillable forms.
- Provide support for implementation of digital resources.
- Perform other duties as assigned.
- Perform work independently and with a minimum of supervision.
- Requires extended and flexible working hours including weekends and evenings.

Education and Experience:

- High School Diploma and 2 years of experience in the IT field.
- Preferred associate degree in information technology or Cybersecurity.
- Preferred certifications such as CompTIA's Network+ or A+ , Google IT Support Professional Certificate or Cisco's CCNA preferred.
- Experience in a library setting is a plus.
- CPR and Crowd Manager certification is preferred upon hire but must be obtained within nine months of hire.

Physical Requirements:

- Must be able to lift, push, pull, stand, bend, kneel, sit, stoop, crouch, balance and walk for extended periods of time.
- Sitting at a computer workstation for extended periods of time.
- Must be able to lift 30 pounds.

LICENSES, CERTIFICATIONS, OR REGISTRATIONS: Must possess a valid Florida driver's license.

DRUG FREE WORKPLACE: Palm Harbor Services Agency, Inc. is a drug-free workplace in accordance with Federal and Florida Law.

ADA STATEMENT: A qualified employee or applicant with a disability may be afforded a reasonable accommodation to perform the essential job functions of a position in compliance with the Americans with Disabilities Act.

Necessary Special Requirements: Employment contingent upon passing a background check and drug screening.

I have read, understand and am able to perform the job description without additional accommodations. I support the PHCSA Mission and the individual missions of each PHCSA entity.

Signature

Date