

**KING COUNTY LIBRARY SYSTEM**  
**Job Description**

Title: **Computer Operator**

Dept.: **Information Technology Services**

Code Number: **10733**

Reports to: **Network and Systems Manager**

Grade Number: **10, Represented**

Effective Date: **July 2001**

FLSA Status: **Non-Exempt**

General Position Summary:

Provide technical and network support for computer systems throughout the KCLS. Monitor network connections and hardware. Implement and maintain system back-ups. Resolve hung terminals and other related computer system problems as required.

Essential Duties/Major Responsibilities:

Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.

1. Provide technical support such as clearing hung terminals, troubleshooting and emulation problems to all KCLS staff members.
2. Assist users in the logon process and provide configuration assistance.
3. Provide maintenance of system back-up procedures.
4. Provide maintenance to network connectivity.
5. Assist patrons with computer connection problems.
6. Print mail notices such as special order notifications and overdue notices.
7. Finds cause of computer problems in other areas and resolve them with appropriate departmental staff.
8. Respond to computer-related questions and problems from KCLS staff normally via telephone.
9. Acts as a liaison between staff and vendors in resolving relevant questions or establishing procedures.

Secondary Duties:

1. Assist other ITS staff with large immediate projects.
2. Phone support of PC's when PC technicians are not available.
3. Other related duties as assigned.

Communication:

Contacts are normally made with other KCLS employees. Frequently contacts are initiated by a third party within KCLS and occasionally are made by the incumbent or at the supervisor's request. The position has a requirement to interact with customers within the KCLS frequently and communications occasionally contain discussion about confidential/sensitive matters.

Initiative:

The position operates from established and well-known procedures (on a general basis) and is responsible for solving problems with own work-flow and processes. Some design of new programs/services or concepts is included in the position and the job involves a moderate degree of complexity. The incumbent receives moderate supervision. The position experiences regular and recurring work situations and decisions are made within strictly prescribed operating guidelines.

Accountability:

The position experiences regular interruptions and some flexibility is required. The incumbent is required to foresee issues associated with own work and identify future needs for supplies, equipment and resources. The position makes decisions that have impact within own work unit as well as across the KCLS computer system in resolving individual problems. The incumbent's work is monitored or checked occasionally by the supervisor and/or employees experiencing problems. An error or delay in the incumbent's work could result in a delay in getting notices to patrons in a timely manner, inability of patrons and staff to use computers and loss of important computer information and resources. Records maintained by the position include individual passwords, operator's manuals, help desk log book and back-up tapes to all servers.

Leadership:

The position does not include mentoring responsibility and it is responsible for role modeling and promoting organizational values within own work unit.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- Graduation from high school or GED equivalent, supplemented by some higher education, vocational training or equivalent, specializing in networking, computer systems or a related field.
- Two to four years experience in UNIX, networking, customer service in the computer systems area and general "hands on" computer experience.
- Classroom and on-the-job experience in library software and its operation as well as networking, computer configuration and computer systems.

Necessary Knowledge, Ability and Skills:

- Extensive knowledge of UNIX, networking and circulation software operating systems and their applications within the KCLS.
- Extensive knowledge of staff requirements throughout the KCLS including branch operations to understand potential problems and operating requirements.
- Extensive knowledge of software such as Word, Excel and MS Office.
- Considerable knowledge of the KCLS circulation functions.
- Working knowledge of materials, services and other aspects of the KCLS as they apply to computer and networking systems.

Ability to:

- Understand and operate network routers, UNIX and networking systems.
- Troubleshoot technical problems i.e., determining the nature of a computer related problem and finding a solution.
- Communicate with patrons and librarians in an effective and friendly manner.
- Configure and test computer systems and equipment.
- Understand and solve computer system related problems over the phone in circumstances where the customer frequently does not understand the nature of the problem.
- Learn new skills quickly and adapt to frequent changes in programs/procedures/systems.
- Develop and maintain positive relationships with KCLS staff.
- Read, write and understand the English language.

Skill in:

- Computer systems and networking.
- The general use of computer hardware and software.
- Reading, speaking and understanding the English language.
- Customer service techniques, methods and systems.
- Assessing situations/problems and logically finding solutions.
- Listening to, understanding and interpreting information received from KCLS employees

**SPECIAL REQUIREMENTS**

None

**PHYSICAL DEMANDS**

The position required continuous sitting, handling, hearing, keyboarding, talking, and repetitive motions of hands/wrists. The employee must occasionally lift and/or move up to 70 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

## WORK ENVIRONMENT

Work is performed in a normal office environment. Constant sitting, on-call status and extensive PC monitor work is required.

### Advancement Possibilities:

PC Technician

Network/Systems Administrator

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between KCLS and the employee, and is subject to change as the needs of KCLS and the requirements of the job change.

Approval: \_\_\_\_\_  
HR Manager

Approval: \_\_\_\_\_  
Library Director