



## Illinois Heartland Library System

### Position Description

**Position Title:** SHARE Tech Support Specialist

**FLSA:** Non-exempt

**Location:** Champaign

**Employee Type:** Full-time

**Pay Type:** Hourly

**Fiscal Classification:** Support Services

**Salary Grade:** 4

#### **Summary:**

The Tech Support Specialist is the primary point person for SHARE technical support inquiries.

#### **Essential Duties & Responsibilities, as assigned:**

- Act as Helpdesk coordinator to assign tickets and other tasks in a timely manner.
- Answer troubleshooting queries via helpdesk, phone, email, IM or other means of communication dealing with connectivity and speed.
- Provide information on best practices of using the SHARE software.
- Work with the SHARE staff to resolve issues in the event of SHARE interruption of service or failure.
- Perform circulation functions and act as main contact for SHARE affiliate and transitional library members at the Champaign office.
- Resolve delivery issues of incorrect, incomplete or missing labeling of delivery material and expedite the delivery process where possible.
- Manage the Large Print and LOVE rotating collections.
- Perform database cleanup operations, as necessary.
- As a member of the Operator Group, route phone and email messages to appropriate staff in a timely manner.
- Manage and order in-house office supplies and equipment.
- Act as My Media Mall main contact.

**Supervised by:** SHARE Administrative Services Manager

**Supervises:** None

#### **Minimum Education and Experience:**

- Associates degree including courses in computer software technology or 3 years of experience working in a computer software help desk environment.

#### **Licenses or Certifications Required:**

Valid driver's license or ability to travel.

#### **Knowledge, Skills, and Abilities Required:**

- Knowledge of computer software, including applications and programming.
- Ability to provide close attention to detail and the ability to notice and act on anomalies or concerns related to maintenance of the SHARE software.
- Ability to work successfully with automated equipment.
- Ability to read and follow instructions of a somewhat technical nature found in the SHARE vendor's manuals and correspondence.
- Good knowledge of office practices and procedures.
- Ability to give full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Knowledge of principles and process for providing customer service including customer needs assessment, meeting quality standards.
- Ability to work in an organization that embraces customer service.
- Ability to use a computer and Microsoft applications such as Word, Excel, and Power Point.
- Ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- Ability to establish and maintain effective working relationships with other employees, department heads, public officials, and the general public.
- Ability to be timely in responding to requests.
- Ability to be flexible, to use time wisely and to perform duties in a professional manner.
- Willingness to help others accomplish their objectives.
- Ability to demonstrate a positive attitude toward co-workers, member libraries and job duties.
- Understanding of automation operations in different types of libraries is desired.
- Ability to travel as required.

**Working Conditions:**

Work is usually performed in an office environment. Some evening and weekend work will be required, with occasional overnight travel.

**Telecommuting:**

This position does not allow for telecommuting.

**Physical Effort:**

- Primarily sedentary work, but also requires standing, walking, stooping or crouching, kneeling, crawling, reaching, pushing, grasping, lifting, feeling, hearing and talking.
- Requires the ability to exert up to 20 pounds of force occasionally to lift, carry, push, pull or otherwise move objects.
- Clarity of vision at 20 inches or less with the ability to adjust the eye to bring objects into sharp focus, clarity of vision at 20 or more feet, and the ability to distinguish colors.
- Must be able to concentrate on detailed information over an extended period of time.
- Ability to effectively use a computer.

This job description is not intended to imply that the duties identified above are the only duties to be performed by employee(s) in this position. Employees may be required to perform other job duties as requested, subject to applicable state and federal laws. This job description or certain job functions described herein may be subject to modification in accordance with applicable state and federal laws.

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**Employee (Print Name)**

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**Employee Signature**

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**Date**

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**Supervisor (Print Name)**

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**Supervisor Signature**

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**Date**

**Approved July 2014  
Revised**