



COMPUTER/SYSTEMS TECHNICIAN

Job Description

Department: Executive	Division: Information Technology
Work Location: City Hall	Percent Time: Full-time (100%)
Job Type: Civil Service	FLSA Status: Non-Exempt
Reports To: IT Manager	Union: Non-Union

JOB SUMMARY

Under general supervision of the IT Manager, the Computer/Systems Technician provides technical tier one and tier two helpdesk support both over the phone and in person for users of all City information technology supported systems, applications and services. Assists and performs assigned tasks to support, maintain, and administer City information technology hardware and software systems. Assists the other members of the IT team in maintaining and administering City network hardware and software systems when needed. May be assigned to perform these duties for other entities that have contracted with the City for IT support.

ESSENTIAL FUNCTIONS

- Performs technical tasks, such as running cable, primary diagnostics on hardware and software, installing and configuring network hardware and software; installing computers; and configuring hardware and software.
- Provides setup and configuration of computing peripherals such as printers, monitors, scanners, mice, special keyboards and other equipment as necessary.
- Troubleshoots hardware, software, network and peripheral issues and provides hardware replacement, cleaning or repair as needed.
- Performs hands-on fixes at the desktop level including installing and upgrading software, implementing file backups and configuration of systems and applications.
- Performs employee training in the operation of personal computer hardware and software through individual instruction.
- Answers immediate questions in the operation of personal computers and the network.
- May assist the Network Administrator in administering the City's network hardware and software, including operating system, file storage user access, problem resolution (back-up) and security as assigned.
- Maintains inventory of the City's personal computer hardware and software.
- Communicates with vendors for technical support, RMA and program updates as needed to resolve hardware and software issues.
- Researches hardware and software for use in City systems as directed by the IT Manager.

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- Reports to the IT Manager on status of Help Desk issues, current projects, hardware and software requests, and other computer or network issues as they arise.
- Complies with City and Department policies and procedures.
- Performs other related duties as assigned.

JOB REQUIREMENTS

EDUCATION & EXPERIENCE

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

- Completion of an associate's degree in Network Administration, Computer Science, Computer Information Systems, or a related field.
- Two (2) years of professional, full-time, directly-related work experience covering the following areas: operating and maintaining computers, software application support, networking skills such as the connecting and configuring networked computers and peripherals, and work in an enterprise IT environment. Four (4) years of directly-related IT experience may substitute for the education requirement.
- Experience providing excellent customer service to users. This includes providing customer needs assessment (e.g., interviewing system users to accurately assess their needs), meeting quality standards for services, and evaluating customer satisfaction.
- Experience with complex problem-solving situations, such as identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Experience with testing, installing and connecting various computers in a network environment; troubleshooting and diagnosing hardware problems; and providing minor computer repairs.

KNOWLEDGE OF

- Desktop hardware components and techniques required to repair, upgrade or recommend the purchase of desktop computer systems.
- Analyze use cases and recommend the purchase of Windows compatible systems.
- Personal computer operating systems, primarily Microsoft Windows.
- Mobile device operating systems (Android, iOS, iPadOS).
- Troubleshooting standard desktop and cloud-based software applications.
- Fundamental security techniques for protecting network clients.

SKILLS

- Excellent verbal and written communication skills demonstrating the ability to convey technical issues and maintain good public relations with Information Technology customers and vendors.
- Communicating technical information to non-technical users.
- Outstanding customer service and active listening skills.

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- Analytical skills that involve analyzing data, breaking down problems, identifying relationships between issues and making complex plans.
- Sufficient proficiency with standard desktop software applications such as Microsoft Office to support end-user issues with these applications.

ABILITY TO

- Establish and maintain a cooperative work environment with associates, supervisor, and customers in various City departments.
- Perform multiple tasks simultaneously while remaining detail oriented.
- Serve as a back-up on-call responder to handle urgent calls for service regarding system problems and outages during off-duty hours.
- Work within deadlines and frequent interruptions.
- Work patiently with groups and individuals in a training situation.
- Work with close attention to detail.
- Work independently and coordinate work as part of a larger team.
- Learn new skills as the IT landscape evolves, keeping on top of current technology trends and support.
- Maintain maximum security over confidential and secure information encountered in the course of performing all work.

LICENSES, CERTIFICATIONS AND MEMBERSHIPS REQUIRED

- Must possess a valid State of Illinois driver's license or be able to obtain one within 15 days of employment.

SPECIAL REQUIREMENTS

- Must be available for system emergencies and maintenance that may arise before 8 a.m. and after 5 p.m. and on weekends.

JOB DIMENSIONS

The job requires knowledge of information technology such as could be acquired through experience or classroom-based course work. Knowledge of established processes, methods, and techniques, as well as practical knowledge of a few specific technical and scientific principles is required, which permits the employee to carry out routine assignments and to gain familiarity with the operating systems, equipment, software, and business goals of the organization. Examples include: responding to requests to identify and solve recurring end-user problems associated with using a computer; installing and testing internal component upgrades, peripheral devices and new software; and/or configuring and installing a group of individual computer workstations in accordance with standard practices. Work directly impacts the operation, accuracy, reliability, acceptability or design of programs, systems or equipment that affect the operation of individual departments. Work activities may be complex, but normally involve addressing problems or situations with established methods to allow departments to function properly. Improperly performed work and/or equipment or software

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failures are likely to produce significant errors and/or create delays that directly affect the ability of a department to function properly. While the scope of improperly performed work and/or equipment or software failure is limited, the nature of the activity may require that emergency repairs be performed.

Contacts typically include daily contact with City staff and other system users who use computers and peripheral devices as essential tools of their daily work for problem resolution and for computer training. Occasional contact with vendors for trouble-shooting, RMAs, and program updates of hardware and software using e-mail, postal mail, and phone.

Supplemental Information

Supervision received

- This position operates under general direction of the Information Technology Manager.

Level and complexity of supervision exercised

- This position is not responsible for supervising any staff positions.

Security Level

- Level CJIS: essential functions require unescorted access to unencrypted criminal justice information. Upon a conditional offer of employment, the selected candidate must demonstrate the ability to meet the essential functions associated with this security level, in accordance with federal requirements.
- Level MVR: essential functions require frequent use of City vehicles.

PHYSICAL DEMANDS AND WORKING CONDITIONS

Physical demands: Lifting and maneuvering up to 50 lbs., climbing ladders, maneuvering in confining spaces, making skillful, coordinated movements with the hands and arms, seeing in close environmental surroundings, and sitting for prolonged periods of time at a computer screen.

Working conditions: Office is located in a restricted access area with other staff. May work in server room or other equipment areas that are kept at lower temperatures for periods of time to repair, maintain or replace equipment. Work environment may include occasionally working in confined spaces and/or in cramped body positions, possible contact with electrical hazards, and in close association with others. Minimal short-distance travel is required.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; visually inspect work in progress, with or without accommodation.

Hearing: Hear in the normal audio range with or without correction, with or without accommodation.

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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 the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

CLASS SPECIFICATION HISTORY

- New class:
General revision: 09/23/2013
General revision: 10/30/2024
General revision: 03/26/2025

For HR/Finance Use

Job Class Code 1552	Pay Grade 106
EEO Category 3-Technician	LVL



The Urbana Free Library

210 West Green Street, Urbana, Illinois 61801 • 217-367-4057 • fax: 217-367-4061 • urbanafreelibrary.org

TO: Urbana Civil Service Commission

FROM: Rachel Fuller, Interim Executive Director of The Urbana Free Library

DATE: March 17, 2025

SUBJECT: Request to approve Administration Specialist and Facilities Supervisor job descriptions and set passing scores

Discussion

The Urbana Free Library is needing to convert a current part-time position (Library Assistant 2-Administration) to a full-time position in order to address the planned retirement of the Library's Office Manager.

The Urbana Free Library is needing to create a new full-time position for a Facilities Supervisor in order to address the upcoming end of the Library's custodial contract. We have decided to bring the work in-house rather than bid out another external custodial contract.

Recommendation

Staff recommends the Civil Service Commission approve the Administration Specialist job description and approve the passing score of the minimum qualifications for the position.

Staff recommends the Civil Service Commission approve the Facilities Supervisor job description and approve the passing score of the minimum qualifications for the position.

Included

- Job description: Administration Specialist
- Job description: Facilities Supervisor



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ADMINISTRATION SPECIALIST

JOB DESCRIPTION

Department: Administration	Benefits: Yes
Division: N/A	Time: Full-Time
Job Type: Civil Service	FLSA Status: Non-Exempt
Reports To: Executive Director	Pay Grade: 27

JOB SUMMARY

The Administration Specialist serves in a confidential capacity to the Library's Executive Director. The responsibilities include accounting and administrative support functions; maintaining complex filing systems that include financial records; and data entry for and maintenance of accounting, invoices, confidential payroll data, and statistical reports. They perform payroll duties, purchase Library supplies, support management staff with special projects, and research information to support the Library's Management Team. They also perform detailed compliance work that includes required reporting and periodic audits. The Administrative Specialist will assist the Management Team during collective bargaining negotiations including work to develop proposals and costing data, as well as providing other confidential administrative support during contract administration. Duties demand extensive attention to detail, strong organizational skills, the ability to meet strict external deadlines, and effective problem-solving skills. Duties are carried out under specific procedural guidelines and policies. The Administration Specialist reports to the Executive Director.

ESSENTIAL FUNCTIONS

- Assists with maintaining the Library's administrative paper and electronic files, financial records, and confidential personnel records, including, but not limited to, medical and worker's compensation records.
- Assists with confidential collective bargaining issues including during preparation of draft proposals, sensitive comparability data, and assisting with contract administration.
- Processes bi-weekly payrolls and creates staff profiles in the financial system.
- Prepares Library statistical reports, government reports, and financial reports for the annual audit.
- Performs bank statement and credit card reconciliations.

- Serves as a FOIA officer for the Library and keeps updated on relevant laws affecting libraries.
- Outlines and implements the Library's records retention procedures.
- Prepares Local Records Commission applications.
- Verifies invoices and corresponds with vendors.
- Processes invoices for payment; files invoices; distributes and mails checks.
- Processes various Library revenue receipts for deposit and delivers deposits to the bank.
- Prepares Board minutes and packets.
- Purchases Library supplies.
- Performs website updates including financial records, statistics, and Board information.
- Responsible for special projects and their management.
- Reviews forms, data, and other information to ensure accuracy and conformance to established procedures and policies.
- Collects information and prepares documents as requested by the Executive Director and the Management Team.
- Answers administrative phone calls and prepares correspondence.
- Participates in Library-wide committees and activities.
- Attends department and other meetings as scheduled.
- Performs other related duties as assigned.

JOB REQUIREMENTS

Education & Experience

- High school diploma or equivalent required.
- At least two years of professional experience performing increasingly responsible administrative or office management work required.
- Munis or equivalent financial software experience required.
- Bilingual skills (especially Spanish, French, or Chinese) desired.

Knowledge of

- Basic bookkeeping, business English, punctuation, spelling, office practices and procedures, and operation of standard office equipment.
- Administrative and clerical procedures and systems such as managing files and records, designing forms, and other office procedures and terminology.

Skills

- Excellent attention to detail and organizational skills.
- Excellent time management skills with a proven ability to meet deadlines.

- Effective problem-solving skills.
- Demonstrated proficiency in word processing and spreadsheet software.
- Accurate keyboarding skills.
- Excellent communication skills.
- Dependability and honesty.
- Mathematical reasoning and reading comprehension.
- Physical strength and agility sufficient to perform assigned tasks.

Ability to

- Complete work with accuracy while working in a fast-paced environment.
- Maintain appropriate levels of confidentiality with Library records and other sensitive information.
- Prioritize, meet multiple and conflicting deadlines, and work with frequent interruptions.
- Assume responsibility and work efficiently without direct supervision.
- Understand and follow detailed oral and written instructions.
- Learn, follow, and enforce all relevant Library policies and procedures.
- Handle frequent, sudden task changes effectively.
- Work in a team atmosphere in a consistently cooperative manner.
- Communicate effectively orally and in writing.
- Originate correspondence in accordance with standard format.
- Learn and implement new computer entry and recording programs.
- Maintain a filing system.

Licenses, Certifications, and Memberships Required

- None.

CONTACTS: INTERNAL/EXTERNAL

- Daily contact with Library employees, vendors, volunteers, and patrons.

SUPPLEMENTAL INFORMATION

Working Environment: *The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- The work will occur primarily at The Urbana Free Library and most often in the Administration office.

- Typical work schedule is daytime, weekday hours—especially mornings.

Physical Requirements: *The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- While performing the duties of this job, the employee is frequently required to walk, sit, and talk or hear.
- The employee is frequently required to use hands to handle, feel or operate objects, tools, or controls; and reach with hands and arms.
- The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl.
- The employee must occasionally lift and/or move up to 50 pounds.
- The employee must perform repetitive tasks quickly, neatly, and accurately.
- Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; visually inspect work in progress; and the ability to adjust focus to both print and electronic text.
- Hearing: Hear in the normal audio range with or without correction.
- Other: Lifting, pushing, and keyboarding.

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 the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

The Urbana Free Library is an Equal Opportunity Employer.

Last updated: March 2025



The Urbana Free Library

FACILITIES SUPERVISOR

JOB DESCRIPTION

Department: Facilities	Benefits: Yes
Division:	Percent Time: Full-time
Job Type: Civil Service	FLSA Status: Non-exempt
Reports To: Facilities Manager	Pay Grade: 30

JOB SUMMARY

The Facilities Supervisor performs daily and periodic custodial tasks, and also maintenance tasks as needed by the Library, and ensures all work is completed efficiently and effectively by any direct reports. The Facilities Supervisor is also responsible for maintaining a clean and inviting atmosphere for all visitors and staff in Library buildings and on Library property, owned or rented. A critical component of the Facilities Supervisor's job is to oversee, evaluate, direct, and mentor hourly Facilities staff. This position must exemplify the characteristics of a collaborative, innovative, and resilient work environment and models the appropriate behavior to create and maintain this work culture. The Facilities Supervisor reports to the Facilities Manager.

ESSENTIAL FUNCTIONS

- Performs all daily and periodic custodial tasks as outlined in cleaning schedules.
- Responds to custodial and maintenance requests in a timely manner and updates the Library's ticketing system as requests are completed.
- Performs ongoing facility management checks, including for building maintenance, periodic repair, and capital projects in the absence of the Facilities Manager.
- Spends significant time and energy overseeing hourly Facilities staff, including training, evaluation, scheduling, work flow, and verification of time sheets using independent discretion.
- Holds any hourly staff accountable for any performance issues as deemed appropriate.
- Provides direction to and monitors work performed by contractors and vendors in the absence of the Facilities Manager.
- Meets with Library management and Facilities Manager to plan future facilities installations and updates and then implements those plans.
- Orders and monitors custodial supplies.

- Develops custodial procedures in accordance with best practice, and updates those procedures as needed.
- Monitors building systems and responds to alarms in the absence of the Facilities Manager.
- Installs equipment, shelving, and furniture.
- Contributes to Facilities procedure manuals, including the emergency manual.
- Contributes to short- and long-term Facilities plans and budgets.
- Ensures snow is removed and that Library grounds are maintained.
- Monitors compliance with regulations and ensures the Library meets applicable codes and standards.
- Implements safety practices.
- Maintains up-to-date working knowledge of governmental and industry building codes, safety requirements, environmental requirements, and ADA accessibility.
- Attends department and other meetings as scheduled.
- Purchases supplies as directed by the Facilities Manager.
- Responsible for special projects, their management, and other duties as assigned by the Facilities Manager.
- Other tasks as may be assigned.

JOB REQUIREMENTS

Education & Experience

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. Typical ways to obtain the knowledge and abilities would be:

- A minimum of three (3) years of progressively responsible experience in the fields of custodial services, facilities maintenance, or repair/replacement and operation services for commercial or public buildings, grounds, and facilities.
- Experience with or sufficient knowledge of public works contracts and maintenance of public works operations preferred.
- At least one year prior successful supervisory experience preferred.
- Public library experience preferred.
- Bilingual skills (especially Spanish, French, or Chinese) desired.

Knowledge of

- Occupational safety and health and safety precautions necessary in custodial and general maintenance and repair work, accident prevention, and a commitment to a safe work environment.
- Standard tools and equipment used in custodial services, general maintenance and repair work, and building remodeling.
- Facilities and grounds management, including mechanical systems, remodeling, and custodial services.
- Basic maintenance and operation of heating, ventilation, and air conditioning systems.
- Basic electrical and plumbing systems maintenance and repair.
- Applicable laws, codes, and regulations.
- Accurate grammar, spelling, punctuation, sentence structure, and standard English usage; business correspondence formats.
- Thorough knowledge of Library operations preferred.
- Word processing, spreadsheet software, ticketing systems, building operation systems. Experience with Alpha Controls and Spiceworks software desired.

Skills

- Good organizational, interpersonal, and decision-making skills to work effectively with patrons, staff, vendors, and visitors.
- Proficient in planning, coordinating, and directing numerous projects simultaneously.
- Budget preparation and financial tracking.
- Excellent communication skills.
- Dependability, trustworthiness, and honesty.
- Excellent supervisory and oversight skills in order to effectively manage staff.

Ability to

- Complete minor repair and construction work.
- Master complex, detailed routines; manage multiple projects simultaneously.
- Complete work with speed and accuracy and handle frequent, sudden task changes effectively.
- Demonstrate a strong commitment to excellent public service; work with others in a consistently approachable, cooperative, enthusiastic, and effective manner despite numerous competing requests.
- Execute and contribute to development of departmental procedures.
- Communicate effectively orally and in writing.
- Perceive unit as part of the Library as a whole.

- Employ best practices for employee supervision, including work planning, assignment, review, and evaluation, and the training in work procedures.
- Prepare clear and concise reports, correspondence, policies, procedures, and written materials.
- Clearly communicate orally and in writing, including ability to compose documents, policies, procedures, and instructional guides.
- Demonstrate competency in operating energy management systems and computerized building systems.
- Work a flexible schedule and additional hours beyond those regularly scheduled as necessary to meet the Library's needs, including nights and weekends.
- Project long-range expenditures and manage custodial and maintenance activities.
- Contribute to budgeting process for the Facilities department.
- Work with confidential information and in limited-access areas of the Library.
- Lift materials weighing up to 80 pounds and push fully loaded carts of Library materials on a regular basis.
- Perform tasks under adverse weather conditions.
- Perform safety-sensitive functions in accordance with federal requirements.

Responsible for:

- The safe operation of Library equipment.
- Routine maintenance of equipment used.

CONTACTS: INTERNAL/EXTERNAL

- Daily contact with Library staff and the general public.
- Frequent contact with vendors and contractors.

SUPPLEMENTAL INFORMATION

Working Environment

The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The work will occur primarily at The Urbana Free Library locations.
- Occasionally, attend professional activities at offsite locations.
- Works in close association with others.
- Work is subject to deadlines and frequent interruptions.
- Visits by and to vendors as needed.

- Standard office setting and visits to and occasional work on project sites.
- Typical work schedule is daytime, weekday hours but may include any hours. The Facilities Supervisor must be willing to work a non-traditional schedule – including frequent evening and weekend hours as required by projects – and is expected to respond to emergencies as needed.
- Works indoors and outdoors.
- The work may involve exposure to and cleanup of bodily fluids using prescribed safety equipment and best practices.
- Works with potentially hazardous chemicals and fumes.
- Occasionally works on ladders.

Physical Requirements

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be met to enable individuals with disabilities to perform essential functions.

Physical Strength and Agility:

- Physical strength and agility sufficient to lift and maneuver up to 80 pounds.
- Ability to climb ladders; reach with hands and arms; crouch, climb or balance; stoop, kneel, or crawl.
- While performing the duties of this job, the employee is frequently required to walk, sit, talk, hear, and smell.
- The employee is required to use hands to touch, handle, feel, or operate objects, tools, or controls.
- Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; visually inspect work in progress; and the ability to adjust focus to both print and electronic text. Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, and depth perception.
- Hearing: Hear in the normal audio range with or without correction.

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Created: March 2025



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To: The Civil Service Commission, The City of Urbana

From: Rachel Fuller, Interim Executive Director of The Urbana Free Library

Date: March 17, 2025

Re: Updated list of Civil Service employees

Employees joining the Civil Service at The Urbana Free Library:

None

Employees in their probationary period at The Urbana Free Library:

Brittni Meza-Krokenes started a full-time Civil Service position as Library Assistant 2 – Patron Services on December 8, 2024.

Jacob Strom started a full-time Civil Service position as Digital Media & Graphic Designer on February 16, 2025.

List of current Civil Service employees at The Urbana Free Library:

- Anslie Waldrep: Patron Services Specialist
- Brian Yako: Library Assistant 1 – Cataloging
- Craig Williams: Library Assistant 2 – Safety
- Elaine Bearden: Programming Librarian
- Esther Yi: Programming Librarian
- Jennie Grace: Digital Media & Graphics Coordinator
- Joel Spencer: Patron Services Librarian
- Jordan Kahle: Patron Services Librarian
- Kasia Hopkins: Collections Librarian
- Logan Peal: IT Specialist
- Matthew Wetherbee: Library Assistant 1 – Cataloging
- Michael Poker: Library Assistant 2 – Patron Services
- Olivia Coleman: Programming Specialist
- Paige McQuigg: Patron Services Specialist
- Robin Hayden: Patron Services Specialist
- Sara Bennett: Archives Librarian
- Sherrie Bowser: Archives Librarian