EQUIPMENT TECHNICIAN/DRIVER

I. Summary:
Understands and follows the mission and values of NPL. Receives, delivers and transports materials and equipment. Performs a variety of maintenance and repair activities to the library facilities. Performs duties to ensure that Library equipment is functioning properly. Collaborates with other staff as needed and assists in creating a positive environment.

Under general direction:

1. Transports library books, materials and supplies between library facilities using a library vehicle.

2. Receives incoming materials, supplies and equipment and distributes the items to appropriate department and routes all paperwork in a timely manner.

3. Performs minor repairs, troubleshooting and maintenance of copiers and office equipment including cash registers, credit card readers, walkie-talkie, typewriters and audio-visual devices. Contacts contract vendor when nature of repair requires outside service and provides updates to library staff on status.

4. Performs minor maintenance, checks, and inspections to maintain cleanliness, appearance, and functionality of library vehicles. Follows safety rules and keeps work area in a clean and orderly condition; wears protective gear as needed.

5. Moves, assembles and arranges furniture and equipment, including audio visual equipment per room set-up specifications.

6. Participates in research for replacement or purchase of additional library equipment.

7. Responsible for stocking, counting, and reconciling cash from change makers, copiers, and reader printers.

8. Securely delivers cash from each library facility to the library’s Finance Department, in line with current cash handling practices.

9. Securely performs banking operation for the library’s Finance Department in line with current banking procedures. Delivers A/P material from the library’s Finance Department to the City Finance department in line with current Library procedures and return A/P material and checks from the City to the library’s Finance Department.

10. Collects data from a variety of sources, maintains statistics on people counters and provides reports and summaries as directed.

11. Provides training to employees on usage, problem solving and trouble-shooting for all applicable equipment. Provides assistance to employees and users on functionality and usage of equipment.

12. Performs duties of BSCII and BSCI and other custodial activities as required; uses power and non-power tools and janitorial equipment.

Implemented: 1/02; Revised 12/06, 7/08, 12/11, 1/14, 1/15.
13. Transports library materials to customers, as needed, using a library vehicle.

14. Provides aid/support in emergency situations.

15. Uses personal computer, current software and other common office equipment.

Performs other related duties and special projects as assigned.

II. Responsibilities:

Provides quality customer service and performs assigned departmental duties. Collaborates on programs/projects with all NPL staff, provides aid/support in emergencies, and assists in creating a positive environment for users and staff.

III. Competencies:

To perform the essential functions of this position successfully, an individual needs to demonstrate the following competencies:

1. Technical Skills – Uses multiple tools to answer questions, uses common office equipment and relevant computer software (MS Office Suite) for daily tasks, communication and to maintain workflow. Keeps current in relevant technology.

2. Oral and Written Communication – Demonstrates strong verbal communication in responding to staff questions. Uses clear written communication to share important information with coworkers in a timely manner. Establishes rapport with staff and vendors.

3. Critical Thinking – Uses problem solving skills to assist in determining priorities, providing quality customer service and finding timely solutions to departmental or system-wide issues.

4. Customer Service – Provides quality assistance to staff by seeking to understand their needs and providing relevant support. Remains calm even in stressful conditions.

5. Collaboration – Successfully collaborates on projects and programs with staff members.

6. Accountability – Takes responsibility for consistent completion and follow-up on departmental jobs and providing excellent customer service.

7. Flexibility – Responsive to change and demonstrates adaptability; ability to work evenings and weekends or work at another facility, as needed; ability to report to work in an emergency.

8. Positive Approach – Maintains a positive approach while doing daily tasks and when faced with adversity. Encourages and recognizes the contribution of others.

9. Global Thinking – Looks for ways to provide quality support to promote Library services.
### Equipment Technician/Driver

**Non-Exempt**

**Grade: 4**

**Total Points: 190**

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**Knowledge**
- Basic knowledge of arithmetic, English and grammar; equivalent to a high school education. General knowledge of use of common hand and power tools.

**Experience**
- Over 1 and up to 2 years.

**Complexity of Duties**
- Diversified duties involving an intense knowledge of a specialty field and the use of a wide range of procedures. Requires the use of judgment in the analysis of facts and circumstances in individual situations and in the determination of the actions to be taken within the limits of standard or accepted practice.

**Supervision Received**
- Under general supervision, proceed alone on regular duties, referring questionable cases to supervisor.

**Errors**
- Probable errors are easily and quickly detected by incumbent, however, some errors are detected in succeeding operations and checked by others; correction may involve further investigation by others.

**Contacts with Others**
- Contacts with other persons within the department on routine matters, or occasional contacts with other departments, furnishing or obtaining factual data where only ordinary courtesy and tact are required.

**Confidential Data**
- Little or no confidential data involved.

**Mental Attention, Visual Demand, and Manual Dexterity**
- Flow of work and character of duties to perform repairs is generally repetitive; troubleshoot repairs and follow safety protocol; required to bend, stoop, walk, stand, talk, and hear; use hands to finger, handle or feel objects, tools, or controls; reach with hands and arms; work on a ladder; and occasional lifting or moving up to 70 lbs without assistance.

**Working Conditions**
- Typical library environment, occasionally exposed to elements such as odor, noise, dust, and dirt; exposure to outside weather conditions; personal protective equipment required; valid Illinois’ driver’s license and safe driving record.

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Implemented: 1/02; Revised 12/06, 7/08, 12/11, 1/14, 1/15.