

Library Information Technology Analyst

Apply by: 5:00 pm. Monday, July 7, 2025

Status/Hours: **Full-Time 40 hours per week**
Tuesday-Saturday work week. Evenings/Weekends may be required

Department: **Library**

Wages: **\$ 6,127 per month, AFSCME Represented**

Benefits: **Excellent Benefits**

The City of Cornelius has an opening for a Library Information Technology. The person in this role will administer the library's technology systems and provide customer service throughout the library including, but not limited to: creating and implementing technology solutions to address the operational needs of the library; evaluating information systems, applications, and hardware from various perspectives, including through user feedback; implement solutions to optimize productivity and effectiveness; protect sensitive/confidential information; plan, implement, and manage technology projects and processes for all library activities, providing professional support to staff and patrons; perform technology related tasks in the onboarding and offboarding of library employees; apply updates and patches to workstation and server systems; and analyze current and potential information systems for optimization. They will also coordinate activities with Washington County Cooperative Library Services (WCCLS), other city departments, outside agencies, vendors, and the public as well as develop, implement, and instruct library programs focused on Science, Technology, Engineering, and Mathematics (STEM). Bi-lingual applicants are strongly encouraged to apply.

QUALIFICATIONS:

- Any combination of education and experience that would likely provide the required knowledge, skills, and abilities in the *Position Description* is qualifying. A typical way to obtain the required qualifications would be:
- **Education:** A Bachelor's degree in computer science, information services, or a closely related field.
AND
- **Experience:** Two (2) years information technology experience including performing system administration; providing support for multiple operating systems including Windows, macOS, Android, and iOS; working in a ticketing system or knowledgebase; and utilizing scripting and/or technology to resolve problems and develop projects.
- **Experience:** Experience providing customer service and/or information technology experience in a library with an integrated library system (ILS) preferred.

SPECIAL REQUIREMENTS:

- MS-102 Microsoft 365 Administrator certification required within one (1) year of employment.

Please review the position description for the full scope of duties and responsibilities and the required knowledge, skills and abilities.

How to Apply: Submit a completed City of Cornelius application, résumé, and cover letter to recruitment@corneliusor.gov or deliver to City Hall, 1355 N Barlow Street, Cornelius, OR 97113 by 5:00 pm Monday, July 7, 2025.

Review Process:

| | |
|-----------------------|----------------|
| Application Review: | July 8th-11th |
| Interviews: | August 4th-8th |
| Tentative Start Date: | August 19th |

City of Cornelius

Classification Description

Job Title: Library Information Technology Analyst
Department: Library
Reports To: Library Director

Class: A8
FLSA Status: Non-Exempt
Representation: AFSCME
Date: June 2025

This description covers the most significant essential and auxiliary duties performed by the position for illustration purposes, but does not include other occasional work, which may be similar, related to, or a logical assignment for the position. This job description does NOT constitute an employment agreement between the employer and employee, and is subject to change by the employer as the organizational needs and requirements of the job change.

Position Summary:

Administer the library's technology systems and provide excellent customer service throughout the library. Create and implement technology solutions to address the operational needs of the library. Evaluate information systems, applications, and hardware from various perspectives, including through user feedback, and implement solutions to optimize productivity and effectiveness, and protect sensitive/confidential information. Plan, implement, and manage technology projects and processes for all library activities, providing professional support to staff and patrons. Perform technology related tasks in the onboarding and offboarding of library employees, apply updates and patches to workstation and server systems, and analyze current and potential information systems for optimization. Coordinate activities with Washington County Cooperative Library Services, other city departments, outside agencies, vendors, and the public. Develops, implements, and instructs library programs focused on Science, Technology, Engineering, and Mathematics (STEM).

Key Distinguishing Characteristics:

Work activities for this position involve specialist knowledge within the assigned subject matter area. Work situations require the use of judgment in the evaluation of facts and circumstances to respond appropriately, develop programs/services, and schedule/prioritize work activities within the limits of standard practice, procedures, and/or policies.

Supervision Exercised:

Supervision of others is not a typical function assigned to this position. Oversee the work of others in a lead capacity, provide training and orientation to newly assigned personnel, and may assign work to temporary workers.

Examples of Duties – Essential Functions:

The following tasks are typical for this classification. Any single position may not perform all of these tasks and/or may perform similar related tasks not listed here:

- Monitor operating performance of and maintain systems and applications, ensuring effective operation, security, and data integrity.
- Provide technical support and implementation of systems, hardware, software, and technology processes, workflows and procedures for Library of Things.

- Configure, support and repair Library of Things materials, including hotspots, kindles, laptops, and Chromebooks.
- Develop scripts and other automation for routine tasks such as running reports, routing tickets, and software installation and configuration.
- Perform data management and data security functions including user access, licensing, documentation, backups/retrievals, system protocols, clearing history/cache, performing maintenance/reset of devices upon patron return, etc.
- Coordinate technology installations, maintenance, service outages, and changes in collaboration with internal/external partners.
- Oversee library hardware and/or software planning and replacement in coordination with the supervisor and in collaboration with city and county technology teams. Manage configuration, maintenance, updates, testing and installation of hardware and software.
- Research and review system capabilities and limitations, as well as emerging technology and systems, make recommendations and implement, or plan and coordinate the implementation of, solutions.
- Configure, operate, instructs others in the use of, and troubleshoot IT equipment, including switches, routers, servers, physical network infrastructure, and backup systems.
- Create and maintain current documentation for networks and systems, including the documentation of problems, processes, and solutions.
- Configure, test, and monitor local backups of critical systems.
- Develop and prepare reports, files, procedures, and customizations of existing applications and reports such as circulation and data usage.
- Configure, operate, train others in the use of, and troubleshoot various office equipment including telephones, computers, printers, audiovisual systems, copiers, cash registers, Radio Frequency Identification (RFID) devices, self-checkout stations, and security gates.
- Configure, operate, instruct others to use, and troubleshoot STEM technology in the Drake Learning Center including 3D printers, laser cutters, and Internet of Things devices.
- Develop pilot programs for new services that enhance and support library STEM offerings and foster a community of makers.
- Create, lead, curate, and continually refine the curriculum and materials for basic and advanced technology classes. This includes developing special device configurations, handouts, checklists, syllabi, safety materials, supporting slide decks, and online resources.
- Develop and implement training to staff, volunteers and library users in utilizing library technology, including computers, software, e-books/readers, and various specialized library software and equipment.
- Assist in the overall safety of the library and its premises, including monitoring patron behavior. May act as person in charge.
- As assigned, assist in preparing the library for daily operations opening, closing, processing of reports related to cashiering, library materials, patron databases.
- As assigned, assist with patron registration and circulation tasks, resolve issues or complaints, or refer to others when appropriate.
- Provide excellent customer service and general information regarding library procedures and programs to patrons.
- Direct basic reference and technology instruction in online library services and print materials or refer to others when appropriate.
- Participate in departmental, City and county library sub-committees as assigned.
- Work independently in assigned areas and exercise good judgment in library operations.
- Perform various professional tasks in support of general library operations, the library, and staff technology needs.
- Cultivate an environment where diversity of thought and background is valued; fostering positive, cooperative, and team-oriented relationships with supervisors, co-workers, city personnel, the Washington County Cooperative Library Services (WCCLS) team, and the general public on an ongoing basis.

- Coordinate system installations, support, updates with internal customers, network, server, and database administrators, desktop support staff, and vendors.
- Contribute to a positive work environment; maintain effective and cooperative working relationships with those encountered in the performance of duties including employees, elected officials, other organizations, and the public.
- Follow all safety rules and procedures for work areas.
- Maintain regular, predictable attendance and punctuality.
- Perform other directly related duties consistent with the role and function of the classification.

Minimum Qualifications:

Minimum Education/Experience Requirements:

Any combination of training and experience, which would provide the required knowledge, skills and abilities, to perform the essential functions of the position, may be qualifying. A typical way to obtain the required qualifications would be:

- Bachelor's degree in computer science, Information Services, or a closely related field.

AND

- Two (2) years information technology experience including performing system administration; providing support for multiple operating systems including Windows, macOS, Android, and iOS; working in a ticketing system or knowledgebase; and utilizing scripting and/or technology to resolve problems and develop projects.
- Experience providing customer service and/or information technology experience in a library with an integrated library system (ILS) preferred.

Licensing/Special Requirements:

- MS-102 Microsoft 365 Administrator certification required within one (1) year of employment.

Knowledge, Skills and Abilities Required:

Knowledge of:

- Modern office equipment and systems analysis and design practices.
- Industry-standard computers, mobile devices, and peripheral hardware.
- Standard operating systems including Microsoft Windows, macOS, iOS, Android, and Linux.
- Advanced knowledge of software, hardware and systems maintenance and support methods.
- Relevant networking and data security and integrity principles.
- Principles, practices, and techniques of advanced computer troubleshooting.
- Project management principles and practices.
- Business domain data, content, and process.
- Disaster recovery concepts, plans, auditing, and playbooks.
- Basic library operations, activities, principles, and procedures.
- Business arithmetic and basic principles of mathematics.
- Alpha/numeric filing systems.
- Standard office procedures, practices and equipment.
- Occupational hazards and standard safety practices.

Skill in:

- Administering, analyzing and configuring software, hardware, databases and systems.
- Providing both in-person and remote technical support.
- Identifying, troubleshooting, debugging and resolving issues.
- Researching, recommending and implementing solutions.
- Testing system software for upgrades or implementation.
- Maintaining systems security and data integrity.
- Technical writing including documenting processes, workflows and procedures.
- Prioritizing and handling customer requests in person and via a ticketing system.
- Preparing and providing user training.
- Coordinating with vendors for resource requirements.
- Monitoring and ensuring quality of services provided.
- Preparing and maintaining reports and technical documentation of assigned area.
- Promoting a culture of teamwork and communication by working in collaboration and treating coworkers with respect and dignity and maintaining an open mind to diverse voices and ideas.

Ability to:

- Ability to exercise tact, initiative, and good judgment.
- Work independently with minimal direct supervision while working as part of a team.
- Prioritize, organize, oversee and coordinate activities.
- Multi-task, pay attention to detail, and learn new tasks.
- Provide positive and effective customer service while responding to and resolving questions and concerns from the public.
- Maintain data integrity and confidentiality while providing IT support, perform data gathering and generate reports and correspondence.
- Support users leveraging Microsoft 365 services.
- Troubleshoot hardware and software issues.
- Make quick and accurate computations.
- Communicate effectively with people from diverse backgrounds, including youth, families, non-English speakers, volunteers, and coworkers.
- Deescalate and resolve situations related to technology issues and patron complaints.
- Understand and follow oral and/or written policies, procedures, and instructions.
- Recordkeeping and writing instructions using proper English, spelling and grammar.
- Work evenings and weekends as scheduled.

Working Conditions

Work Environment:

The duties for this job will be performed primarily in an office environment with moderate noise levels, controlled temperature, and ventilation conditions; and rare to no direct exposure to hazardous physical substances. For about 15% of the work period, the employee may be exposed to noise in server room and also near technological equipment, although the duration and level of noise in these environments does not normally require hearing protection. Employee may interact in difficult interpersonal situations with staff, public, and external representatives. Where required for compliance with city policy and/or OSHA standards, employee will utilize proper protective equipment.

Physical Demand/Manual Dexterity:

The duties for this job require mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily an office classification, although less than 5% of the job involves work in tight spaces and outdoors when maintaining technology

systems/equipment. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, pull, and drag objects including files, boxes, and cards and pull drawers open and closed. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds as well as stand, sit, use hands for fine manipulation, handle or feel and reach with hands and arms. The employee may occasionally climb stairs. Specific vision abilities required by this job include close vision, distance vision, ability to adjust focus, and peripheral vision.

The physical demands and work environment described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Management is receptive to receiving requests from employees for accommodations related to disability, will engage in the interactive process with employees who make such requests and, where accommodation is needed and reasonable, is committed to providing accommodation, unless doing so would impose an undue hardship on the operation of the City.

June 2025

City of Cornelius

Application for Employment



City of Cornelius provides equal employment opportunity to all qualified employees and applicants, without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, genetic information, veteran's status, or any other status protected by applicable federal, Oregon, or local law. Our Equal Employment Opportunity policy applies to all aspects of the employment relationship including, but not limited to, recruitment, hiring, compensation, promotion, demotion, transfer, disciplinary action, layoff, recall, and termination of employment. To claim veterans' preference in hiring, complete the Veteran's Preference Form and submit it with the required documentation at the time you submit this application.

THIS APPLICATION WILL BE CONSIDERED FOR THIS SPECIFIC JOB. IT WILL NOT BE RETAINED FOR FUTURE POSITIONS. IF YOU DESIRE TO BE CONSIDERED FOR A POSITION AT A FUTURE TIME, YOU MUST FILE A NEW APPLICATION. IF HIRED, THIS APPLICATION WILL BECOME PART OF YOUR PERMANENT PERSONNEL FILE. PLEASE PRINT OR TYPE. YOUR APPLICATION MAY NOT BE CONSIDERED IF INCOMPLETE OR SUBMITTED PAST AN ESTABLISHED DEADLINE.

| Position | | | | |
|--|---|---|--------------|-------------------|
| Position Applying For | | Available Start Date | Today's Date | |
| Personal Information | | | | |
| Name | | | | |
| Address | | City | State | Zip |
| Phone Number | Mobile Number | Email Address | | |
| Are you able, at the time of employment, to submit verification of your legal right to work in the United States? Yes <input type="checkbox"/> No <input type="checkbox"/> (Proof of identity will be required upon employment) | | | | |
| Education | List any colleges, military, trade, business or other schools attended. | | | |
| Do you have a high school diploma or GED Certificate? Yes <input type="checkbox"/> No <input type="checkbox"/> | | | | |
| School Name | Location | Diploma/Degree | Major/Minor | Did you Graduate? |
| | | | | |
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| | | | | |
| Certificates & Licenses | | List any professional license, registration, or certificate required or preferred for the position. | | |
| Type | Issuing Agency | Date Issued | Date Expires | |
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References

| Name | Title | Company | Phone |
|------|-------|---------|-------|
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Employment History

This information in this section will be used to determine if you meet the minimum qualifications as outlined in the job announcement. List **ONLY** the job(s) (paid, military or volunteer) where you obtained the experience that qualifies you for the job. Clearly describe all of your duties, starting with your most recent job. Resumes will be accepted only if required on the job announcement and will not be accepted in place of a completed application. If you need additional space, attach a separate sheet.

| | | | |
|--------------------|--------------|---|-----|
| Employer (1) | Job Title | Dates Employed | |
| Address | City | State | Zip |
| Supervisor Name | Phone Number | May we contact? Yes <input type="checkbox"/> No <input type="checkbox"/> | |
| Reason for leaving | | Full or Part time-Hours worked Weekly: | |
| Duties | | | |
| Employer (2) | Job Title | Dates Employed | |
| Address | City | State | Zip |
| Supervisor Name | Phone Number | May we contact? Yes <input type="checkbox"/> No <input type="checkbox"/> | |
| Reason for leaving | | Full or Part time-Hours worked Weekly: | |
| Duties | | | |

| | | | |
|--------------------|--------------|---|-----|
| Employer (3) | Job Title | Dates Employed | |
| Address | City | State | Zip |
| Supervisor Name | Phone Number | May we contact? Yes <input type="checkbox"/> No <input type="checkbox"/> | |
| Reason for leaving | | Full or Part time-Hours worked Weekly: | |

| |
|--------|
| Duties |
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|--------------------|--------------|---|-----|
| Employer (4) | Job Title | Dates Employed | |
| Address | City | State | Zip |
| Supervisor Name | Phone Number | May we contact? Yes <input type="checkbox"/> No <input type="checkbox"/> | |
| Reason for leaving | | Full or Part time-Hours worked Weekly: | |

| |
|--------|
| Duties |
|--------|

Certification & Signature

I hereby certify that all statements made in this application are true, and I agree and understand that any statement that is false, fraudulent, or misleading in this application or attached material, during the interview or screening process, or discovered in the course of any employment-related process (post hire) may result in the revoking of a job offer or termination of employment.

- I certify that all statements contained herein are true and complete.
- I understand that I must provide proof I am authorized to work in the United States, in accordance with federal law, if I am hired.
- I authorize the employing agency to verify the employment and education information provided in this employment application.
- I authorize my driving record to be checked if the position for which I am applying requires driving.
- I understand and agree to be subjected to a pre-employment drug screening and criminal history background check, if applicable.

Signature: _____ Date: _____

Veterans' Preference Form (ORS 408.230)

Veterans who meet the minimum qualifications for a position open for recruitment may be eligible for preference in employment under Oregon law. If you are a Qualified Veteran or Qualified Disabled Veteran and would like to be granted preference in the selection and hiring process for a specific posted job, please fill out this Veterans' Preference Form and provide proof of eligibility by submitting a copy of form DD-214 or 215 (copy 4). This completed form and required supporting documentation must be submitted with your application in order for consideration for Veterans' Preference.

Qualified Veteran Questions: *Veterans' preference may be claimed if you check at least one of the boxes below and provide proof via form DD-214 or 215 (Copy 4)*

ORS 408.225(f) – I served on active duty with the Armed Forces of the United States:

- ☐ For a period of more than 90 consecutive days beginning on or before January 31, 1955, and was discharged or released under honorable conditions
- ☐ For a period of more than 178 consecutive days beginning after January 31, 1955, and was discharged or released from active duty under honorable conditions
- ☐ For a period of 178 days or less and was discharged or released from active duty under honorable conditions because of a service due to a service related disability
- ☐ For a period of 178 days or less and was discharged or released from active duty under honorable conditions and have a disability rating from the United States Department of Veterans Affairs
- ☐ For at least one day in a combat zone and was discharged or released from active duty under honorable conditions
- ☐ And received a combat or campaign ribbon or an expeditionary medal for service in the Armed Forces of the United States and was discharged or released from active duty under honorable conditions
- ☐ And am receiving a nonservice – connected pension from the United States Department of Veterans Affairs

Qualified Disabled Veteran Questions: *Additional preference may be claimed if you check at least one box below and provide proof of eligibility via a copy of DD214 or 15, Copy 4, and a public employment preference letter from the United States Department of Veteran's Affairs (letter may be requested by calling 800-827-1000)*

- ☐ I am entitled to disability compensation under laws administered by the United States Department of Veterans Affairs; or
- ☐ I was discharged or released from active duty for a disability incurred or aggravated in the line of duty; or
- ☐ I was awarded the Purple Heart for wounds received in combat.

I hereby claim Veterans' Preference, have attached proof of eligibility as directed and certify that the above information is true and correct. I understand that any false statements may be cause for my disqualification, or dismissal, regardless of when discovered.

Signature: _____

Date: _____

Position Applied For: _____

This form and supporting documentation must be received by the Human Resources Department no later than the closing time and date of the job posting. If you have any specific questions please contact Human Resources.

City of Cornelius*1355 N Barlow Street*Corneilus, OR 97113
(503) 357-9112 or recruitment@corneliusor.gov

CITY OF CORNELIUS
APPLICANT AUTHORIZATION FOR REFERENCE CHECKS

I hereby authorize my past employers to release information to the City of Cornelius regarding my employment. This release of information covers my employment record in general, including information on the following questions:

1. Dates of employment
2. Position(s) held
3. The quality and quantity of my work
4. My attendance habits (excluding workers' compensation, pregnancy, disability FMLA and other protected absences)
5. My relationship with co-workers, supervisors and managers
6. My attitude toward work (cooperative? positive? etc.)
7. Reason for leaving and eligibility for rehire (would the employer rehire if they had to do it all over again?)
8. Strong and weak points
9. Willingness to comply with policies and standards
10. Whether I have had outbursts of temper, threatened, provoked fights with or assaulted others, engaging in hostile or violent behavior
11. Other relevant information regarding my performance, skills, ability, suitability for employment sought, etc.

I agree that all former employers who provide such information are indemnified and released from liability arising from such disclosures. I also understand that if I do not sign this Authorization, my application will be rejected.

Print Name

Signature

Date