

Deerfield Public Library
Job Description
Information Technology Technician

15 Hours Per Week / \$12.77 Per Hour

Job Summary

The IT Technician works alongside the IT department staff to ensure a high level of patron and staff satisfaction with all aspects of technology within the Library.

This position requires a high level of accuracy and competencies with current technology.

Responsibilities include but are not limited to:

1. Monitoring help desk tickets, assigning and responding to tickets where appropriate
2. Assisting with general troubleshooting, installations, and configuration
3. Providing support for various equipment including computer hardware, printers and copiers, maker equipment, and AV equipment

Essential Job Functions

1. The IT Technician is responsible to the Head of IT for maintaining a high level of patron and staff satisfaction with all aspects of technology within the Library
2. Monitors tickets submitted to the help desk, ensuring that tickets are assigned to the proper contact and addressed in a timely fashion.
3. Responds to help desk tickets directly assigned to the IT Technician position, providing timely and courteous support to resolve issues. Escalates tickets where appropriate.
4. Assists in the installation and maintenance of all software and hardware for workstations, servers, and network equipment.
5. Assists in maintaining inventory of library hardware and software.
6. Proven knowledge of the Windows operating system and software packages including Microsoft Office.
7. Provides support for AV equipment including projectors, sound systems, and digital signage hardware.
8. Provides a range of services to staff computer users, including installation, configuration, and testing of hardware and peripherals.
9. Assists with research and planning for future technology related projects where appropriate.
10. Must have excellent communication and organizational skills.
11. The ability to work unsupervised for extended periods of time

Interactions

The IT Technician interacts with the entire staff of the IT department and other library departments. May occasionally also interact with patrons.

Scheduling

This position will be required to work nights and occasional weekends. Although a weekly schedule is established, the needs of the Library may require schedule changes and flexibility.

Physical and Mental Job Conditions

This job requires:

1. Sitting and standing for long periods of time
2. Manual dexterity
3. Concentrating and paying attention to detail for long periods of time
4. Safely lifting boxes and equipment up to 50lbs.
5. Crouching, kneeling, climbing onto or sitting to access equipment
6. Typing accurately and rapidly
7. Looking at a computer screen for long periods of time
8. Remaining calm when technology related emergencies arise

Qualifications**1. Education or Equivalent**

High school diploma or equivalent required. Some college or technical training demonstrating a desire and commitment to continuous learning in a technology related field a plus.

2. Experience

Must be familiar with troubleshooting computer hardware and software, with a general level of comfort and familiarity amongst a wide range of technologies possibly including AV equipment, office equipment, phone systems, smartphones, laptops, and tablets.

3. Specialized Training and Certifications

It related certifications a plus but not required

Disclaimer:

This description is not a complete list of specific duties and responsibilities. It does not limit or modify the right of the Head of IT to assign, direct, and control the work of the IT Technician. The use of particular examples describing duties does not exclude other similar duties.