

## Information Technology Specialist

Information Technology · Warren, Ohio

---

Are you a tech-savvy individual with a passion for both technology and libraries? Do you enjoy helping others with their digital needs and keeping library systems running smoothly? We have an exciting opportunity for you to join our team as a **Full-Time Information Technology Specialist** at the **Warren-Trumbull County Public Library**! As the Full-Time Information Technology Specialist, you will play a crucial role in maintaining and enhancing the technology infrastructure of our public library. You will work closely with library staff to provide technical support, troubleshoot issues, and contribute to the implementation of innovative digital services.

### ESSENTIAL DUTIES

- Maintains current and installs new equipment throughout at the Warren library or any library location, including computers, printers and other equipment as required.
- Conducts general hardware/software troubleshooting; makes repairs, when possible; checks and installs upgrades and new software.
- Keeps up to date on all software, hardware, and network technology the library currently uses, plans to use in the future and the Internet. Instructs staff members, individually, in their use.
- Provides help desk service to staff and assists the public with basic computer issues involving library services.
- Assists the Information Technology Manager and Network Administrator in troubleshooting the network and makes upgrades and repairs.
- Installs all necessary patches, hardware and software updates and bios updates as needed to keep equipment up to date.
- Conducts and maintains a preventative maintenance program for all computer equipment, hardware and software.
- Maintains communication with and investigates hardware vendors and recommends PC and network equipment for purchase. Completes purchase orders and processes equipment and software orders, and keeps records of same.
- Contacts service providers to resolve service connection issues.
- Serves as back up to Information Technology Manager and Network Administrator to administer the on-line circulation system and local area network.
- Monitors the automated daily backups of all Windows and library automation system servers and reports any issues to the Information Technology Manager.
- Installs and manages antivirus software on library issued computers.
- Maintains computer equipment inventory.

### QUALIFICATIONS/REQUIREMENTS

Bachelor's degree with a preferred specialization in computer science highly desirable. Relevant certifications are a plus. Two or more years of library experience desirable, but not required. Should have at least two years experience performing similar duties in a related field. Proficiency in troubleshooting hardware and software issues on both Windows and macOS platforms. Strong knowledge of computer networks, including setup, maintenance, and security. Valid driver's license.

This position will primarily provide IT service to the branch library locations throughout Trumbull County, but will work out of the Warren Library. Frequent travel to other library locations should be expected. Please refer to the Core Competencies for Library Staff on the library's website, [www.wtcpl.org](http://www.wtcpl.org).

**BENEFITS**

- Retirement Plan: OPERS- Mandatory 10% employee contribution, 14% employer contribution
- Health Insurance with employer contribution to HSA
- Life Insurance
- 12 Paid Holidays
- PTO Plan
- Employee Assistance Program
- Professional development opportunities

You'll have the chance to make a meaningful impact on the community by helping bridge the digital divide and promoting access to information.

**HOW TO APPLY**

Apply online directly through the Library's careers website, <https://wtcpl.bamboohr.com/careers>.

**Position will be open until filled.**