



IT Support Specialist

Job Details

Job Location

Shaker Heights Public Library - Shaker Heights, OH

Position Type

Full Time

Salary Range

\$47,362.00 - \$55,661.00 Salary/year

Travel Percentage

Negligible

Job Category

Information Technology

Description

Shaker Heights Library is seeking an IT Support Specialist to provide and maintain the technical support for the library's computer systems, networks, related peripheral devices, and videoconferencing equipment. Responsibilities include maintenance and troubleshooting a range of user problems including PC hardware/software and LAN; troubleshooting and diagnosing problems through discussions with users and coordinating with vendors to resolution; acquiring, installing, and upgrading PC components and software and planning for/responding to service outages and other problems; and logging, tracking, and ticket resolution.

Qualifications

- Associate's degree in a technology related field or comparable experience
- A minimum of three (3) years IT support experience, preferably working in a public library.
- Proficiency in support of Microsoft 365 and Windows as well as knowledge of active directory, group policy, and basic network security.
- Hands-on experience with server and desktop hardware is necessary.
- Must have excellent communication, analytical, customer service and active listening skills.

Hours: Full-time, 40 hours per week.

Benefits: The library offers health, dental, and life insurance, as well as generous paid time off including 150 plus hours of vacation, in addition to sick and holiday hours.

Diversity, Equity, and Inclusion Statement:

We welcome, value, and seek to include people of all races, cultures, religions, socioeconomic statuses, ages,

visible and invisible disabilities, political and social viewpoints, sexual orientations and gender identities.

We recognize that systemic inequities and barriers exist. We continually strive to dismantle them and provide equitable access for all members of our community and staff.

Read our complete Mission, Vision, and Values statement at
<https://shakerlibrary.org/about-us/mission-vision-values/>

Shaker Heights Public Library is an Equal Opportunity Employer.

Please submit cover letter and resume with completed application.

Apply online through our Career Portal:

<https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?job=148368&clientkey=38A6013682DE595A892663747AE78468>