



Position Available at the Akron-Summit County Public Library

JOB TITLE: SYSTEMS SUPPORT TECHNICIAN **DATE: AUGUST 31, 2023**
LOCATION: INFORMATION TECHNOLOGY
HOURS: FULL-TIME (37.5 hours), including evening and weekend hours
SALARY: Grade 9, \$18.35/hour, (Non-Exempt)

ABOUT THE LIBRARY

Since 1874, the Akron-Summit County Public Library (ASCPL) has been an essential community asset. We've been recognized nationally as one of the finest public libraries in the United States due to our excellent customer service, collaborative community involvement, and high level of customer and employee satisfaction.

We offer a comprehensive benefits package, including paid vacation and sick leave, 11 paid holidays, voluntary benefits (health, dental, and vision), ASCPL-provided life insurance, and retirement through the Ohio Public Employees Retirement System (OPERS).

DUTIES & RESPONSIBILITIES:

The ASCPL is hiring a Systems Support Technician to support our Mission Statement to provide resources for learning and leisure, information services, meeting spaces, and programs for all ages that support, improve, and enrich individual, family, and community life. The Systems Support Technician offers technical support and problem resolution to end-users of Library computers and applications. Delivers service and support to end-users by phone, via remote computer connection, and on-site. Deploys images and software. Diagnoses and resolves simple hardware and software issues involving internet connectivity, email, phones, printers, copiers, Office Suite, Library software, and more. Researches solutions for issue resolution using available resources. Follows standard technical troubleshooting processes and procedures. Identifies and escalates priority issues. Assess situations and documents end-user interactions using the work order system. Provides solutions to end-users by identifying problems, researching answers, and guiding end-users through corrective steps. Assists in developing, delivering, and maintaining training, signage, and documentation to assist end-users with Library computers, software, and peripherals. Improves system performance by identifying reoccurring problems and recommending changes. Complies with Akron-Summit County Public Library's policies, rules, guidelines, procedures, requirements, standards, and practices applicable to the job, including (but not limited to) work scheduling and attendance, customer service, use of Library property, computer use, personal conduct, supervisor expectations, and confidentiality. Performs other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES: High school diploma is required. Some college course work or Associate's degree is preferred. Certifications or licensure: CompTIA A+ or similar certification is preferred. Years of relevant experience: 0 to 2 or more years is preferred. Years of experience supervising: None. A valid driver's license, automobile insurance, and reliable personal transportation is required. Pre-employment drug screening is not required. Criminal background and education verification checks are required. Knowledge of desktop operating systems including Windows OS, Linux, Mac OS, and Mobile OS. Knowledge of relevant software applications, computer hardware, and peripheral equipment. Knowledge of diagnostic utilities. Knowledge of Active Directory users and computers. Skill in customer service. Ability to troubleshoot information technology problems. Understanding of the principles of intellectual freedom. Ability to use a computer and job-related software or systems applicable to the essential functions of the job, which may include, but not be limited to, email/calendar software, internet/intranet browsers, word processing, spreadsheets, database software, and various systems of software used by Akron-Summit County Public Library.

DEADLINE FOR APPLICATION: Open until filled (preference given to candidates who apply within the first two weeks) For consideration, applicants for this position must either submit a resume and a cover letter indicating previous applicable experience and training or complete an Employment Application in the Human Resources Department at Main Library. Email resumes to library-HR@akronlibrary.org or mail them to: Human Resources, Akron-Summit County Public Library, 60 S. High Street, Akron OH 44326-0001. For more information about the ASCPL system, visit our website at www.akronlibrary.org.

THE AKRON-SUMMIT COUNTY PUBLIC LIBRARY IS AN EQUAL OPPORTUNITY EMPLOYER



60 South High Street | Akron, Ohio 44326 | akronlibrary.org

Our Core Values: Excellence | Service | Learning | Diversity & Inclusion