Position Title: Information Technology Support Specialist

Department: Technical Services

Supervisor: Library Director

Position Description: Maintains and provides support for Library computer equipment to ensure optimum performance. Performs basic setup, support, maintenance and troubleshooting of stand-alone and networked PCs and miscellaneous office equipment as needed. Performs help desk duties for Library staff and patrons needing assistance with computers, applications, and office equipment. The Information Technology Support Specialist may share duties at the circulation/reference desk. The ability to work a flexible schedule with occasional evening and weekend hours is required. This is a part-time (20 hours/week) position.

Qualifications: Two-year college degree/associate’s degree with some work experience or high school diploma/GED with considerable experience with computers; technical training in computer science is preferred, but not required. Must have a valid driver's license and be able to pass a background check. A basic familiarity with the SirsiDynix ILS is a plus. The Information Technology Support Specialist works with minimal supervision and reports to the Library Director.

Essential Duties and Responsibilities:

- Maintains and provides support for all Library computer equipment to ensure optimum performance.
- Handles day-to-day troubleshooting of all Library computers and office equipment.
- Serves as the Library’s liaison with CLEVNET’s IT support team.
- Maintains and updates the Library’s website and social media accounts.
- Gives one-on-one assistance and teaches classes on how to utilize various computer and digital library resources.
- Provides technical support to the staff in the use of the Library’s computer system.
- Shares duties at the circulation/reference desk on assigned days, evenings, and Saturdays.
- Other duties as assigned by the Director.

Physical Demands: This position requires the ability to read print on computer screens and involves sitting at a computer terminal for an extended period of time. It also requires physical agility and strength and the ability to bend, reach, lift and carry up to 50 pounds. Must be able to push and pull loaded book carts and other library equipment and materials. Physical activity includes but is not limited to prolonged periods of sitting, as well as periods of standing, walking, stretching, bending, and stooping. Must be able to work in areas that may contain dust or other allergens.
Position Specific Competencies:

- Sound knowledge of network technology, especially the Microsoft 365 office suite.
- Ability to work well with non-technical staff and patrons, demonstrating patience and flexibility.
- Good knowledge of personal electronic devices and the Library’s digital resources.
- A willingness to explore and research solutions to computer problems as they arise.
- Ability to train/assist others in equipment, software, and related items.
- Ability to think creatively and to improvise in unforeseen or unexpected situations.
- Ability to effectively provide one-on-one instruction and present public training sessions.

Compensation:

- Salary commensurate with qualifications and experience.
- Paid vacation, paid holidays, and sick leave.
- Access to professional development.

Contact:

- To apply, email cover letter and resume to karenzoller@fairport.lib.oh.us

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