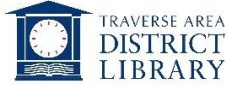# Job Opening

**Technology Support Specialist**
**Library Assistant 1 – Main Library**
**Technology Department**
**Part-time Position, 20 hours per week**

The Technology Support Specialist assists the Technology Department with user support, desktop maintenance, and infrastructure projects. The person in this position will be expected to work independently and as part of a team, and must be able to handle first level desktop and network troubleshooting. This position will be responsible for providing weekend coverage of IT support operations, so consistent weekend availability is required.

**Wage Range**: $19.71 - $25.98 in annual wage steps according to the current union contract

**Posting date**: Tuesday, November 12, 2024

**Deadline**: Friday, November 22, 2024

If you are interested in applying for this position, please submit your resume, a fully completed TADL application form along with a cover letter to: Human Resources, Traverse Area District Library, 610 Woodmere Ave., Traverse City, MI 49686 or by email to jobs@tadl.org. For questions, please call 932-8549 or email jobs@tadl.org

TRAVERSE AREA
DISTRICT
LIBRARY

# Job Description

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|---|---|---|---|
| **Job Title:** | Technology Support Specialist | **Classification:** | Library Assistant 1 |
| **Department:** | Technology | **FLSA Status:** | Non-Exempt |
| **Reports to**: | Assistant Director for Technology | **Effective Date**: | October 28, 2024 |

## SUMMARY

The Technology Support Specialist assists the Technology Department with user support, desktop maintenance, and infrastructure projects. The person in this position will be expected to work independently and as part of a team, and must be able to handle first level desktop and network troubleshooting. This position will be responsible for providing weekend coverage of IT support operations, so consistent weekend availability is required. The person in this position will also be encouraged to build and expand their skill sets and will be provided with training and professional development opportunities to achieve this.

To perform this job successfully, an individual in this position must adhere to the Library's mission, vision, and core values and be able to meet or excel in the following representative responsibilities, knowledge, and abilities:

## ESSENTIAL DUTIES AND RESPONSIBILITIES

- Resolves technology support tickets as assigned.
- Works with Systems Administrator on infrastructure projects.
- Provides weekend coverage of IT support services.
- Provides coverage at the technology center service desk as needed.
- Assists in the management, deployment, configuration, and maintenance of computing devices.
- Creates end-user and internal documentation related to the employee's work assignments.
- Helps support 3D printing services.
- Adheres to all Library policies and procedures.
- Performs related work as required.

## KNOWLEDGE, SKILLS AND ABILITIES

- Demonstrated knowledge of computers and computer networking.
- Demonstrated knowledge of common computer applications.
- Excellent communications and customer service skills.
- Ability to work effectively with the public and other employees.
- Demonstrated knowledge of basic troubleshooting skills.
- Teachable/eager to learn.
- Ability to lift 50 lbs on a regular basis.
- Ability to sit, stand, bend, stoop, reach and climb in order to carry out the essential functions of the position.

**EDUCATION, EXPERIENCE or OTHER Qualifications include:**

- High school diploma with some additional computer training at the college or junior college level
- Valid Driver's License and/or available transportation

Although reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions, visual and communication ability is required.