

Hinsdale Public Library Job Description
--

Position

IT Assistant

Reports to:

IT & Facilities Manager

Status

Part Time Non-Exempt

Grade 4

Minimum Qualifications

- Experience with Windows 10
- Understanding of networking, switches, routers, firewalls, DHCP and DNS
- Ability to learn and operate computer applications and programs
- Ability to perform complicated technical projects with minimal guidance
- Ability to maintain concentration and to handle quickly and efficiently a variety of duties in the proper order of priority
- Strong interpersonal skills and the ability to maintain and foster cooperative and courteous working relationship with the public, peers, supervisors and across departments – **GREAT CUSTOMER SERVICE IS A MUST**
- Good oral and written communication skills, including explaining technical subjects to non-technical staff and library patrons
- Positive attitude and passion to learn
- Weekday availability

Desired Skills

- Experience with Windows 11
- Experience with MacOS & iOS
- Experience with Chrome OS & Android
- Experience with SonicWALL & Ubiquiti UniFi
- Associate degree level or higher in Computer Science or related field of study
- Minimum of two years working in a customer support center or in a technical support role supporting users in a Microsoft environment
- Minimum of two years troubleshooting and repairing computer hardware, printers, wired and wireless networks
- Hardware, Network or Microsoft Certification(s)
- Knowledge of computer and network security best practices
- Knowledge of Azure Active Directory and Intune
- Experience with patch management and network deployed software
- Demonstrates initiative and constructive use of time

Job Responsibilities

The IT Assistant provides help desk support to Library staff and assists in maintenance and use of both public and staff computers, peripherals, printers and related equipment.

Essential Job Functions

- Troubleshoot and resolve issues with computers, printers, wireless and wired networks and maintain a log of all incidents

- Support library-wide staff on computer services and create in-house documentation as needed
- Clean, repair, and install computer-related equipment and software
- Track inventory of computer-related equipment and supplies
- Keep current of all new technological procedures, processes and equipment and attends meetings and training courses as needed
- Participate in departmental and library-wide communication using email, the Internet, and the library's internal network of shared Microsoft Office documents
- Assist with other duties as assigned

Technology Competencies

- Employees are expected to use Library resources to develop and maintain proficiency in the areas identified as essential for their role.

Working Conditions

- Able to lift 50 pounds
- Able to work under desks and in tight spaces
- May require the employee to sit or stand for prolonged periods of time
- Requires the ability to move about library to assist staff
- Requires the ability to operate a keyboard
- Requires the ability to communicate using a telephone and computer
- Work is conducted in an office setting which provides comfortable lighting, temperature and air conditioning.

Service Philosophy

The Hinsdale Public Library is committed to providing gracious, responsive, solution-oriented service from a knowledgeable, motivated, and well-trained staff. Every employee plays a part in influencing our patrons' perception of the library. We perpetuate a positive perception by behaving in a way that is professional, reliable, and friendly.

Service Principles

1. Strive to make it easy for everyone to use the library and its resources.
2. Save everyone's time. Assist people to the best of your ability at the initial point of contact.
3. Value the person with whom you are working, give them undivided attention and clearly communicate how you are going to assist them. Follow up when appropriate.
4. Solve problems. When a problem arises, which is inevitable, work with the person to identify an acceptable outcome. The best resolutions are easy to explain and execute and demonstrate an understanding of the other person's perspective.
5. Acknowledge missed opportunities and identify how you can offer a better resolution.
6. Be a voice for the user. When rules and policies do not make sense to our patrons or coworkers, challenge the way the library operates and seek opportunities for improvement.
7. Find opportunities to increase your knowledge about the library and the community.