



**St. Charles Public Library**  
One South Sixth Avenue  
St. Charles IL 60174-2195  
630-584-0076 ■ FAX 630-584-9262  
[www.stcharleslibrary.org](http://www.stcharleslibrary.org)

# Information Technology Associate

## Two Part-Time Positions Available

The St. Charles Public Library District is seeking two qualified **IT Associates** for our facility.

### Position # 1: 17 hours a week/Days:

Week 1: Friday: 8:30 a.m. to 4:30 p.m.  
Saturday: 9:00 a.m. to 5:00 p.m.  
Week 2: Thursday: 1:00 p.m. to 5:00 p.m.  
Friday: 8:30 a.m. to 4:30 p.m.  
Saturday: 9:00 a.m. to 5:00 p.m.

### Position #2: 15 hours a week/Evenings

Week 1 and 2 – Same schedule: Tuesday, Wednesday, Thursday: 4:00 p.m. to 9:00 p.m.

**Duties:** Responsible for providing technical support for Library patrons and staff; troubleshoots a variety of equipment and software.

#### Responsibilities include:

- Primarily provides technical support and assistance to library patrons at the Computer Help Desk, as well as technical support to library staff.
- Sets up A/V and computer equipment for presentations, classes and events; tests and troubleshoots equipment.
- Answers technical support queries; researches technical issues; refers unusual situations to a supervisor or manager.
- Provides instructional and user documentation for library hardware and software.
- Assists and instructs patrons and staff in the use of library computers, mobile devices, wireless connections, wireless printing, specialized equipment, software, and applications; assists with scanning, faxing and copying needs.
- Registers patrons for programs and events; reserves meeting rooms and study rooms for patrons.
- Assists IT Educator as an educator's aid as needed for technology programs and classes.
- Monitors and replenishes public printer supplies.
- Cleans and disinfects computers and workstations.
- Prepares, submits, and summarizes various routine and non-routine reports.

- Utilizes library computer for email, internet, and Library software access to conduct library functions.
- Maintains current knowledge of multiple devices and network hardware and software.
- Ensures proper operation of resources by monitoring public computer and office equipment; trouble shoots computer and software issues to ensure resolution.
- Relocates, connects and disconnects equipment and materials as required.
- May assist in providing training to other coworker; with direction of supervisor.
- Maintains the confidentiality of patron records and transactions.

**Education and Experience:**

High School Diploma/GED; AND one (1) year of customer service experience in problem-solving and assisting computer users on personal computer software and associated peripheral equipment operation; OR an equivalent combination of education, training and experience.

**Salary:** Pay range starts at \$14.66 and will vary depending on qualifications and experience.

*Applications are available on our website.*

*Electronic applications with resumes may be sent to: [applicants@scpld.org](mailto:applicants@scpld.org)*

**VISIT OUR WEBSITE AT [www.stcharleslibrary.org](http://www.stcharleslibrary.org)**

**St. Charles Public Library District**

**One South 6<sup>th</sup> Avenue, St. Charles, IL 60174**

*The St. Charles Public Library is an Equal Opportunity Employer*