IT Assistant- Part-Time

The St. Charles Public Library District is seeking to fill the role of IT Assistant with an emotionally intelligent, helpful, technologically savvy, and library-loving individual.

This is a Part-Time, Hourly/Non-Exempt Position - Schedule: 15.5 hours average a week, in person, with evening and weekend availability.

As a member of the IT Department, the IT Assistant works to provide technical assistance to library patrons and staff and troubleshoots a variety of equipment and software.

ESSENTIAL FUNCTIONS:
- 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
- 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.

QUALIFICATIONS:
- Excellent communication skills, verbal and written
- Knowledge of multiple devices and network hardware and software
- Understands how to relocate, connect and disconnect equipment and materials as needed
- Proficient in standard office practices, procedures and equipment

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.

SALARY: $18.36/hour

TO APPLY: Submit a cover letter and resume to: hr-applicants@scpld.org,
Attention: Brian Dunk, IT Services Manager
Applications are available on our website: https://www.scpld.org/

The St. Charles Public Library is an Equal Opportunity Employer