



IT Associate

The St. Charles Public Library District is seeking to fill the role of IT Associate with an emotionally intelligent, a willingness to help others, technologically savvy, and library-loving individual.

This is a part-time, hourly (non-exempt) position, scheduled 18 hours a week on average, in person, with evening and weekend availability. Below is the schedule the Library is hiring for:

Week 1

Tues: 9am-5pm

Fri: 5pm-8pm

Sat: 9am-5pm

Week 2

Sun: 12pm-5pm

Tues: 9am-5pm

Fri: 5pm-8pm

The IT Associate works closely with the IT department to provide professional support of technical assistance to library patrons and staff; 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 assisting computer users on personal computer software and associated peripheral equipment operation

SALARY: \$19.49 per hour minimum - \$25.98 per hour midpoint - \$32.48 per hour maximum; offers are generally made within the minimum to the midpoint range depending on qualifications, experience, and internal equity

BENEFITS:

- Four (4) weeks of paid vacation, six (6) sick days, five (5) personal days, eleven (11) holidays
- Professional development opportunities
- Optional 457b deferred compensation enrollment

TO APPLY: Submit a cover letter and resume to: hr-applicants@scpld.org,

Attention: Sarah Pistilli, IT Manager

Applications are available on our website: <https://www.scpld.org/>

We thank all applicants for their interest; however, only those selected for an interview will be contacted

The St. Charles Public Library is an Equal Opportunity Employer