

SUPERIORLAND LIBRARY COOPERATIVE

Position: Technology Assistant

Part-time: 24 hours / week

Apply to: Superiorland Library Cooperative

Compensation: \$15.50 - \$17.50 dependent on qualifications and experience. Benefits include retirement plan.

Reports to: Network Administrator

Primary Responsibilities:

- Provide “help desk” and hardware/software computer support as needed by the Cooperative staff and library members
- Maintain and train on use of content management for websites.
- Remote and on-site LAN/computer support to public library members of the Cooperative. Travel in Upper Peninsula and northern lower Michigan.

Other Responsibilities

- Provide end user help desk support to cooperative and library staff using email, phone, remote desktop connections, and on-site visits.
- Provide assistant technical support for cooperative and member library staff on all supported hardware (Computers, printers, wireless routers, switches, firewalls, cable modem routers, etc.) and software (Microsoft Office, Deep Freeze, PC time and print management software, antivirus, etc.) under the direction of the Network Administrator.
- Set up and configure computer systems. Install operating systems (through initial install, restore, imaging, etc.) and software.
- IT support for on-site staff at Superiorland Library Co-op and the Great Lakes Talking Books Library
- Work with a team to plan, make decisions, resolve problems, implement projects and train Cooperative librarians who are learning and using new technologies.
- Other responsibilities as assigned by the Director and Network Administrator.

Qualifications

- Associate’s Degree in Computer Information Systems, Computer Science or related field or 2 years equivalent work experience.
- Additional education, certification, or continuing education preferred.
- Experience and knowledge of Windows and Linux operating systems
- Ability to work effectively on a team.
- Able to work independently and efficiently to meet deadlines.
- Self-motivated, detail-oriented, organized, and able to follow directions.
- Excellent problem solving skills and communication skills.
- People skills (friendly and considerate of all library staff).
- Travel to library members in Upper Peninsula and northern lower Michigan. Valid Michigan driver’s license and transportation for travel.

- Other physical requirements: manual dexterity visual acuity, and keyboard skills to operate computer, fax and copier.
- Ability to lift/carry up to 30 pounds.
- Ability to hear and answer library staff questions on the telephone and write staff via email.

Applications will be accepted until the position is filled, but those received by 5 o'clock pm December 5, 2018 will receive first consideration. Electronic submissions required. To apply, submit a cover letter, which specifically addresses the position requirements, your resume, an SLC application form (<http://joomla.uproc.lib.mi.us/SLC/Images/Jobs/Employ-app.pdf>) , and the names and contact information (including email address) of three (3) professional references to Director at director@uproc.lib.mi.us

This job description is intended to describe the general nature and level of work being performed by a person assigned to this job. The details herein are not to be construed as an exhaustive list of all job duties that may be performed by a person so classified.

The Superiorland Library Cooperative is committed to Equal Employment Opportunities, and will not discriminate against any candidate because of race, color, religion, national origin, age, gender, disability, veteran status, or sexual orientation.