



## Canton Public Library Job Posting

### **IT SUPPORT ASSISTANT**

#### **POSITION SUMMARY**

Under the management of the Information Technology Department Head, Information Technology Support staff assists the IT Technician and Systems Administrator in deploying, maintaining, diagnosing and fixing problems with computer systems that are noticeable to a significant part of the organization and large numbers of patrons. The IT Support Assistant responds to problems with hardware, software, network services and desktop applications. The nature of the work requires evening and weekend hours. This is a regular part-time position and is non-exempt from overtime under FLSA guidelines.

#### **REQUIRED QUALIFICATIONS AND SKILLS**

- **High School diploma or equivalent.**
- One year of experience with
  - Support of PCs, printing systems, smart phones, tablets and mobile technologies, and both wired and wireless networks.
  - PC imaging and deployment, including setup and device driver installation.
  - Microsoft Windows desktop operating systems (OS) and the Microsoft Office Suite.
  - Installation of web browsers and applications (such as Adobe Acrobat Reader, streaming apps and webinar apps).
  - Desktop security products (such as anti-virus, anti-malware, anti-spam, VPN configuration, etc.).

#### **SCHEDULED HOURS AND COMPENSATION**

- Twenty to twenty-four (20-24) hours per week, including evenings and weekends
- \$13.90-\$16.31 per hour
- Prorated vacation time, sick leave and holidays

#### **APPLICATION INFORMATION:**

Only complete application packets (that include a current [CPL application form](#), resume and cover letter) **received or postmarked by 9:00 PM on Wednesday, March 22, 2023** will be considered. Incomplete application packets will not be reviewed.

#### **Submit complete application packets to:**

Marian Nicholson – Business Services  
Canton Public Library  
1200 S. Canton Center Road  
Canton, MI 48188  
[jobs@cantonpl.org](mailto:jobs@cantonpl.org)

---

### **FULL JOB POSTING:**

#### **PRIMARY DUTIES AND RESPONSIBILITIES**

- Assists with setup, configuration, imaging, installation, routine maintenance and inventory of computer hardware, software, peripherals and printers.

## Canton Public Library Job Posting

- Assists with troubleshooting network connectivity and client access problems, including those associated with servers, switches, desktops and cabling.
- Provides second-tier support to staff and patrons and patron use of technology by identifying basic computer problems and guiding users through corrective steps.
- Responds to IT problem reports and provides input to corresponding IT incident or problem reports.
- Assists with staff training initiatives and helps improve staff's technology capability by documenting routine computing tasks. Participates in promoting IT security awareness.

### GENERAL DUTIES AND RESPONSIBILITIES

- Stays informed of library news and events via review of all forms of library communication: website, email, SharePoint, library newsletter and blog. Contributes content as appropriate.
- Participates in staff training, committees, work groups, blogging, and accepts other assignments or duties in support of the library's goals and objectives.
- Serves on committees and participates in initiatives as assigned, both within the library and with outside entities, partners, or associations.
- Enforces library policies using a polite and professional approach.

### REQUIRED QUALIFICATIONS AND SKILLS

- High School diploma or equivalent.
- One year of experience with
  - Support of PCs, printing systems, smart phones, tablets and mobile technologies, and both wired and wireless networks.
  - PC imaging and deployment, including setup and device driver installation.
  - Microsoft Windows desktop operating systems (OS) and the Microsoft Office Suite.
  - Installation of web browsers and applications (such as Adobe Acrobat Reader, streaming apps and webinar apps).
  - Desktop security products (such as anti-virus, anti-malware, anti-spam, VPN configuration, etc.).
- Written and verbal communication skills at the level typically acquired with the third or fourth year of high school.
- Ability to follow directions, respond to management direction; keep commitments and complete tasks on time.
- Punctuality and dependability.
- Consistent display of public service attitude that reflects the library's values.
- Ability to work creatively, collaboratively and effectively with patrons/staff of varied backgrounds, ages and abilities.
- Strong analytical and problem solving skills.
- Ability to organize, analyze, interpret and exchange technical information.
- Remains informed of trends in information technology.

### PREFERRED QUALIFICATIONS

- Written and verbal communication skills at the level typically acquired with enrollment in a post high school degree program.
- Help Desk, Phone and Customer Service experience.
- Working familiarity with PC imaging and deployment software.

**ESSENTIAL PHYSICAL FUNCTIONS**

- Ability to sit, stand and walk for long periods, and the ability to bend, reach, stoop or crouch.
- Ability to lift and carry equipment up to 50 lbs.
- Ability to communicate clearly and effectively, in writing and verbally.
- Ability to efficiently review, comprehend and produce a wide variety of materials in both electronic and hard copy form.
- Ability to work effectively under stressful conditions in a fast-paced environment.

*Canton Public Library is an equal opportunity employer and values diversity. All employment is decided based on qualifications, merit and business need. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.*

*This job description is not a contract between the library and the employee, nor an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas. The library reserves the right to revise this job description at its discretion.*