

Part-time IT SUPPORT TECHNICIAN:**Flexible hours up to 20 per week****Hourly Range: \$12.75 - \$13.75****Job Description:**

DHCLS is seeking a part-time technician to join our growing library system. We are seeking a high-energy, customer service focused team player for our technology-rich facilities. The technician will support all technology applications for our main library in Dothan and branch locations onsite and via telephone. The technician will contribute to the support of hardware, which includes but is not limited to, desktop computers, laptops/tablets, server, data communications (wired and wireless), printers, telephone, mobile devices, and copiers.

Core Accountabilities:

- Provide day-to-day support of staff and public hardware and software, including PCs, tablets, iPads, and Macs;
- Support server/maintenance needs;
- Support end-user devices such as printers, mobile devices, telephones, servers and data communications;
- Solve desk-side problems to ensure end user (staff) service levels are maintained;
- Participate in project implementation to ensure successful support of new technology infrastructure;
- Support the delivery of the highest quality service to staff and the public;
- Ability to solve problems and complete work with a positive attitude;
- Ability to make recommendations for the acquisition of new hardware and software;
- Instruct staff in the basic use of library-specific systems and technologies;
- Assist with library technical services projects and processing as needed.

Essential Knowledge:

- Technical university degree or equivalent business experience, ideally in PC hardware support or information systems. Will consider students with experience in a technology support/install environment;
- Keeps abreast of all infrastructure and host system changes;
- IT infrastructure terminology and framework. Experience in a library or school technology environment a plus;
- Experience with VMware vSphere virtualization software a plus;
- Experience with Windows Server, Microsoft Active Directory, and domain administration a plus;
- Experience with integrated library systems (such as SirsiDynix) a plus;
- Experience with web technologies (HTML/CSS/JavaScript/PHP) and WordPress a plus.

Essential Skills:

- Ability to establish priorities, work independently, and proceed with objectives without supervision;
- Strong organizational and communication skills;
- Ability to handle multiple issues at one time;
- Ability to communicate effectively in English; both orally and in written format;
- Ability/comfort with all consumer technology products (iPad, PC, Mac, Kindle, gaming, and printing);
- Ability to troubleshoot and guide other staff to support their own technology environment;
- Dependable and accountable for work plan.

Position reports directly to the Manager – Resources & Digital Strategy at the Main Library in Dothan. Night and weekend hours may be required. Position has flexibility to work with school, family, or other employment schedule. Requires background check and three (3) references. There are no retirement or health benefits associated with this position.

All qualified candidates, please send cover letter and resume to Mrs. Terah Harris: tharris@dhcls.org