Part-time IT SPECIALIST:
25 hours per week

DOTHAN HOUSTON
COUNTY LIBRARY SYSTEM

Job Description:

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

Core Accountabilities:

- Provide day-to-day support and troubleshooting of staff and public hardware and software, including PCs and mobile devices;
- 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;
- Make recommendations for the acquisition of new hardware and software;
- Instruct staff in the basic use of library-specific systems and technologies;
- Create tutorials to expedite the training of new and current staff members;
- Create regular backups of data;
- Run reports on a monthly, quarterly, and as-needed basis;
- Maintain library PCI compliance;
- Maintain cybersecurity standards and educate staff on those standards;
- Travel between facilities (Main, Westgate, Ashford, and Bookmobile) as necessary;
- Setup new equipment and electronic devices as required;
- Maintain the generic library email account;
- Assist with library technical services projects and processing as needed.

Essential Knowledge & Experience:

- Technical degree or equivalent experience, ideally in PC hardware support or information systems preferred but not required. Will consider students with experience in a technology support/install environment;
- Ability to stay abreast of all infrastructure and host system changes;
- Experience with deploying software packages to system computers;
- Experience with Windows OS versions of Microsoft Office programs (Word, Excel, etc.);
- Experience with IT infrastructure terminology and framework.

Preferred Knowledge & Experience:

- Experience in a library or school technology environment;
- Experience with VMware vSphere virtualization software;
- Ability to administer an Active Directory domain a plus;
- Experience with integrated library systems (such as Koha);
- Experience with SQL;
- Experience with Google Workspaces;
- Equipment repair experience;
- Experience with web technologies (HTML/CSS/Javascript/PHP) and Wordpress.

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

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 to work with multiple vendors as both an end user and intermediary;
- Ability to communicate via both email and phone effectively;
- 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;
- Flexibility to work or answer work phone calls and work emails after hours and/or on weekends;
- Dependable and accountable for work plan.

Position reports directly to the Deputy Director 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. There are no retirement or health benefits associated with this position.

Reports to: Deputy Director

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