



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, Non-Exempt Position, - Schedule: 16 hours a week on average, in person, with evening and weekend availability.

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: Starting at \$18.73/hr.

BENEFITS:

- Four (4) weeks of paid time off annually and fifteen (15) hours of Individual Holidays per year.
- Optional 457b deferred compensation enrollment.
- Professional development opportunities.

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