

Job Posting

Department: Information Technology Services

Position Title: Library Technical Assistant/TeenZone Support

Date posted: November 14, 2023

Description

We are looking for someone who enjoys working with and being helpful to people, including junior high and high school aged students. This position requires a broad understanding of technology and is part of a team that contributes to an entertaining, stimulating, learning environment by providing technical assistance. Must enjoy a sense of humor, be flexible, exude a positive and friendly attitude, work ethically, and demonstrate a willingness to work hard and be able to communicate openly and effectively.

Applicants selected for an interview will be asked to present a technology program idea for a future Teen event.

Duties

- Effectively assist patrons with a vast range of topics, from the very latest technology available in the Innovation Lab to older technology still in use by patrons
- Effectively identify, troubleshoot, and remedy computer, video game console, and audio-visual equipment issues
- Assist the IT Manager in developing and presenting cutting edge technology programs
- Assist with keeping public computers up to date by applying the latest patches and updating software
- Support TeenZone, Teen Tech Programming, and all other IT endeavors as needed
- Be flexible and willing to adapt to new processes and procedures, and be motivated to learn and master skills to effectively implement these changes

Skills:

- Must have a general understanding of the steps necessary to troubleshoot complex technology issues
- Professional, proactive, friendly, optimistic
- Excellent customer service etiquette
- Proven record of excellent workplace attendance
- Must be able to bend, stretch, lift, and handle complete equipment setups of 75 pounds
- Communicate effectively—with internal and external customers
- Work a flexible schedule

Hours: 19 per week; must have some weekend and evening availability

The hours of this position will vary, and will include weekend and, on occasion, after-hours availability

Education: Position requires LTA certificate or 60 credit hours of post-secondary school

Salary: \$20.44 per hour

Closing: December 3, 2023

To Apply: Submit [job application](#), resume, and unofficial transcript to:

Gayle Tucker, HR Manager

Bloomington Public Library

205 E. Olive St.

Bloomington, IL 61701

or hr@bloomingtonlibrary.org

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