



A Century of Progress with Pride

STAFF VACANCY

Position: IT Associate (Part-time)
Location: Berwyn, Illinois
Salary: \$20.00/hour 20 hours per week
Application Deadline: Until filled
Reports to: IT Manager/Library

Job Duties:

- Provide troubleshooting and technical support via phone, web based tools and email.
- During problem escalations, act as a liaison between staff and next level support.
- Diagnose issues through the process of elimination and ability to conduct research by utilizing online support if needed.
- Assists library staff and patrons with technical difficulties arising from hardware or software.
- Troubleshoots and resolves hardware, software and networking issues. Maintains a log of all incidents.
- Performs computer system diagnostics, maintenance and backup routines.
- Cleans, repairs, installs and updates hardware and software.
- Oversees the maintenance of the library website and social media platforms and sustains its established visual identity.
- Maintains the confidentiality of patron records and transaction.
- Relocates, connects and disconnects equipment as required.
- Attends relevant professional development seminars, workshops and webinars.
- Performs other duties as assigned.

Requirements:

- Associate's degree. A+ certification preferred.
- Experience in a technical support/helpdesk environment.
- 1-2 year of work experience in a technology related field.
- In-person attendance required for this position.
- Previous library experience preferred.
- Ability to communicate effectively both verbally and in writing and to adapt communication style to a diverse audience.
- Ability to learn specific software and hardware used and supported by the Berwyn Public Library.
- Ability to work in a team environment and resolve problems in a positive and professional manner.

- Ability to give full attention to what other people are saying and to actively look for ways to help people or solve a technical problem.
- Ability to use various social media platforms.
- Ability to adjust work schedule to meet various demands of meetings and staffing including the flexibility to be able to work days, evenings, weekends, and holidays.
- Ability to read computer screens, type accurately, lift 30 lbs. and move about staff and public areas.
- Must have full fine motor functions (bend, stoop, twist, push, pull) and good hand dexterity to operate a computer keyboard, mouse and other computer components.
- Must have a valid driver's license.

Competencies

- Attention to detail – job requires being careful about detail and thorough in completing tasks.
- Dependability – job requires being reliable, responsible and dependable in fulfilling obligations.
- Self-Control – job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.
- Concern for others – job requires being sensitive to others' needs and feelings as well as being understanding and helpful on the job.

Desired Skills

- Experience with Adobe Software Products.
- Experience with Quick-book Software Products.
- Some experience with Websites (maintenance, editing, troubleshooting).
- Experience with hardware repairs/installations, (motherboards, memory, hard drives).

Preferred Qualifications

- Ability to communicate in Spanish
- Understanding of Ethernet, TCP/IP protocols and cabling
- Installation of networked printers, software, toners and other peripheral devices
- Some knowledge/experience with Mac OS

APPLICATIONS:

May be obtained at Berwyn City Hall, 6700 W 26th Street, Berwyn, Illinois 60402 and at the city website www.berwyn-il.gov. Questions regarding this opportunity may be sent via email to ARobinson@berwynlibrary.org.

AN EQUAL OPPORTUNITY EMPLOYER:

All City of Berwyn applicants will be afforded equal employment opportunity without discrimination because of race, color, religion, sex, marital status, national origin or ancestry, citizenship status, age, physical or mental disability unrelated to ability, sexual orientation, military status or unfavorable discharge from military service

