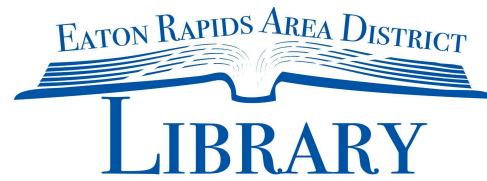


**Position:** Technology Coordinator Assistant  
**Reports to:** Head Technology Coordinator  
**Supervises:** None  
**Reviewed and Revised:** 10/10/2024

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### **Position Summary:**

The Eaton Rapids Area District Library is seeking a dedicated and tech-savvy **Technology Coordinator Assistant** to join our team on a part-time basis. This entry-level role is ideal for individuals passionate about information technology who are eager to gain hands-on experience while supporting the library's technological needs. The successful candidate will assist both patrons and staff with basic IT support, troubleshooting, and system maintenance while working alongside experienced professionals.

### **Key Responsibilities:**

- **Technical Support:**
  - Assist patrons and library staff with troubleshooting basic software, hardware, and network issues.
  - Provide support for both Windows and Linux operating systems on client computers, including installation, configuration, and maintenance.
  - Help manage computer peripherals such as printers, scanners, and public-use terminals.
- **System Maintenance:**
  - Perform routine system maintenance tasks, such as updating software, running backups, and monitoring system performance to ensure optimal functionality.
  - Collaborate with the senior IT team to maintain the library's IT infrastructure, including desktops, laptops, and other hardware.
- **Virtualization Support (Preferred):**
  - Provide support for clients using virtualization technologies like Proxmox VE or similar platforms (experience with virtualization is a plus but not required).
- **Documentation & Knowledge Sharing:**
  - Accurately document technical issues and resolutions in the library's ticketing system to track problems and maintain an internal knowledge base.
  - Share knowledge and insights with colleagues and contribute to building a more efficient troubleshooting system.
- **Learning & Development:**

- Participate in on-the-job training programs and collaborate with senior IT staff to build expertise in various IT-related areas, including network support, systems administration, and cybersecurity.
- Stay current on emerging technologies and best practices through self-study and hands-on learning.
- **Customer Service:**
  - Maintain a professional, courteous demeanor while interacting with library patrons, colleagues, and external vendors.
  - Provide excellent customer service by addressing IT-related concerns in a timely and efficient manner.
- **Other Duties:**
  - Assist with special projects or other duties as assigned by management to support library operations and programming.

### **Requirements:**

- **Education:**
  - High school diploma or equivalent (GED) required.
- **Technical Knowledge:**
  - Basic understanding of Windows and Linux operating systems.
  - Familiarity with common computer hardware components and basic troubleshooting techniques.
  - Interest in or experience with virtualization technologies (Proxmox VE or similar) is a plus but not required.
- **Skills & Abilities:**
  - Strong problem-solving abilities and a willingness to learn new technologies quickly.
  - Excellent communication and interpersonal skills with a focus on customer service.
  - Ability to work independently and as part of a team.
- **Other Requirements:**
  - Willingness to work flexible hours, including evenings and weekends, when necessary.
  - Valid driver's license and reliable transportation for potential on-site support or visits (preferred but not required).

### **Work Schedule:**

- Part-time, 15 hours per week, including regularly scheduled evenings and weekends.

### **Salary/Benefits:**

- Hourly wage starting at \$12.00.
- Pro-rated paid time off and some paid holidays.

**To Apply:** Fill out an application provided on our website at [eradl.org/job-opening](http://eradl.org/job-opening). The position is open until filled. For questions about the job and application, please don't hesitate to contact the Head Technology Coordinator, Jeremy Leik, at [jliek@eradl.org](mailto:jliek@eradl.org) or the phone number provided above. We're here to assist you throughout the process. Thank you!