



EMPLOYMENT OPPORTUNITY AVAILABLE

The Bloomfield Township Public Library is seeking a professional, friendly, and resourceful IT Assistant to support the Library's computer hardware and software needs. The Bloomfield Township Public Library is a Class V library, with a service population of 44,000+ people. There is strong community support for the Library and its collections, services and programs offered. The Library promotes inclusivity in the diverse collections and programs available to all ages and abilities. Technology is integrated into Library services. The successful candidate will have a strong commitment to provide quality service to the staff and the public and the desire to work in a collaborative, team environment.

POSITION TITLE: IT Assistant

DEPARTMENT: IT Services, reporting to the IT Department Head

HOURS:

Part-time, 20 hours weekly, including evenings, weekends and daytime hours; Sundays paid at time and one-half in addition to the 20-hour work week.

WAGE & BENEFITS:

\$20.03 per hour, with an increase possible upon successful completion of a three-month orientation. Pro-rated paid time off benefits, i.e., sick, personal business, vacation, holiday, and emergency time. Term life and disability income insurance.

RESPONSIBILITIES:

- Sets up audio-visual equipment for staff and public programs
- Teaches and creates technology classes
- Provides patron support at the public service help desk
- Monitors the use of study rooms
- Provides technical support for staff
- Sets up, maintains, troubleshoots, and repairs computer hardware and software
- Demonstrates and provides instruction and training in technology
- Provides support to staff with Microsoft user accounts
- Assist in website development
- Assists in the development and implementation of library policies and procedures.
- Maintains knowledge of state-of-the art technologies and trends
- Seeks opportunities for professional growth and development

DUTIES MAY INCLUDE:

- Teaching computer classes to patrons on specific topics, e.g., Microsoft Office, Scanning and Editing, Social Media, Internet Security, Google Docs, Zoom, etc.
- Help patrons and staff with Wi-Fi printing and the BTPL mobile app.
- Directly assist patrons with public PCs, copiers, fax machines, mobile devices, wireless access, app help, etc.
- Respond to IT tickets submitted by staff
- Set up new PCs and other equipment, including assisting in developing images for public and staff PCs
- Install and upgrade software
- Set up access for online databases and eBooks and other web-based resources
- Assist in the development and maintain the library website, using WordPress

- Provide training for staff as needed
- Create and maintain documentation
- Order public supplies such as copy papers, pencils, cleaning items
- Create signs, bookmarks, and flyers for the Computer Center.
- Inventory hardware and software
- Maintain technology-related user statistics
- Place service calls for AV equipment, copiers, vending equipment.
- Prepare equipment (erase, clean-up, inventory) for used equipment sale
- Assist with IT projects and library wide projects as needed
- Perform other duties as needed

REQUIREMENTS:

MINIMUM:

- High school diploma
- Experience Supporting users across a range of technical proficiency
- Experience on a help desk or in computer hardware and software set-up
- Knowledge of computer hardware and software
- Knowledge of audio-visual equipment
- Able to lift, push, and/or pull at least 50 pounds
- Able to visually review materials and discern voice and audible tone
- Desire to serve the public in a positive manner
- Dependable and flexible
- Strong attention to detail

DESIRABLE:

- Associate degree in IT-related field, or current college students in IT or CS fields
- Experience teaching and training users in technology

APPLICATION: Due Monday, September 30 2024. Anticipated start date is mid-November, 2024.

To apply, visit our website: <https://btpl.org/employment/>

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*Bloomfield Township Public Library champions the power of words to spark discovery and imagination.
For more information about the Library, visit our website: www.btpl.org*