



Technology Assistant – Part Time

10 to 20 hours per week, primarily evenings and weekends.

\$10.50 to \$11.70 per hour, no benefits

Open until filled, first consideration to those received by May 17th, 2019

Complete application online along with resume: [Apply Here](#)

General Job Description:

The Redford Township District Library seeks an enthusiastic candidate who enjoys helping people with computers, networking and connected technologies to join our customer service directed team. This newly created position is also responsible for maintaining, setting up, and resolving issues with the Library's computers and troubleshooting hardware and software problems. Computer Assistants perform basic maintenance on equipment, clean equipment, and perform other technological support duties as assigned.

Duties:

- Assisting users with simple and intermediate troubleshooting of computer and network technologies.
- Answering general and intermediate computer and technology questions from patrons and staff alike.
- Monitor the Library's Pharos PC Reservation system, helping patrons sign in, and the application of monies for Print Management.
- Assist with usage of the Library Wireless system, including Mobile Pharos Print Center.
- Assist patrons with using library equipment and technologies as needed.
- Perform basic maintenance as directed.
- Work on other duties as assigned by supervisor.

Organizational Relationships:

Reports to the Automation Manager and works in close cooperation with all departments.

Qualifications:

- Strong commitment to positive and polite public service.
- Excellent communication skills.
- Thorough knowledge of Microsoft Windows, Apple, and Google platforms.
- Knowledge of Microsoft Office Suite software.
- Computer Lab and/or Library experience preferred.
- Experience setting up and maintaining PC hardware.
- Software installation experience preferred.
- Ability to work independently after training is complete. Strong problem-solving skills.
- Detail oriented.

Physical Requirements:

Applicants must be able to lift 25 lbs., bend, push a cart, and stand for periods of time.

Typical Hours: Evenings Monday – Thursday, and half day (4 hours) on Saturday