



FORSYTH COUNTY PUBLIC LIBRARY
NOTICE OF JOB OPENING
IT Help Desk Technician
(Part-time, 25 hours per week)

Looking for a great place to work?

Forsyth County Public Library (FCPL) in Cumming, Georgia, is a busy 4-branch library system with a range of technology services and resources. We use the Polaris integrated library system (ILS), and we're highly automated with self-check RFID technology and automated materials handling systems. We have a Windows network actively using ISS, Active Directory, and Group Policy with Cisco switches. Our IT department supports 15 servers and over 100 desktops, 30 laptops, 15 iPads, and 25 Windows tablets, and we developed our own library app for Apple & Android cell phones.

JOB OVERVIEW:

The IT Help Desk Technician provides technical support for the library's desktop computers, laptops, tablets, e-readers, peripherals, telephones, web-based resources, and applications. It responds to Help Desk tickets, troubleshoots and resolves problems, and communicates with users. It also creates, updates, and maintains reports and documentation.

PAY RATE: \$15.35 per hour. Non-exempt.

SCHEDULE: Part-time, 25 hours per week. Our libraries are open 7 days, and IT support is needed days, evenings, and weekends. Initial training period will involve daytime hours, but once trained, some flexibility in hours may be available.

GREAT BENEFITS!

- Annual Leave (16 days), Sick Leave (13 days), Holidays (11 days). Teacher's Retirement System of GA.
- Free: Life (2x pay), Short-term Disability, and Long-term Disability insurances.
- Other options include: Dental, Vision, additional Life, Critical Illness, Legal, Flexible Spending Accounts.

LOCATION: Position is based at the library's Administrative Offices, but can expect to work at a branch library 1 to 2 days per week. Flexibility in location required. *(Note: Assigned work location may change at any time.)*

JOB RESPONSIBILITIES:

- **Provides technical support for desktop computers, laptops, tablets, e-readers, peripherals, telephones, web-based resources, and applications in a networked environment.** Responds to Help Desk tickets submitted by library staff. Troubleshoots and resolves issues. Communicates with users regarding reported problems and status of resolution. Follows up to make sure issues are completely resolved. Sets up, configures, and maintains PCs for patron and staff use. Performs installations and upgrades. Maintains appropriate documentation. Provides quality service to internal and external customers.
- **Assists with creation and maintenance of reports.** Produces, creates, maintains and updates reports. Assists with documentation of program settings. Assists in creation of scripts for rolling out and updating products.

REQUIREMENTS:

- Minimum:**
- BS in related field or HS Diploma/GED with 6 months of recent information technology experience.
 - Strong customer service skills.
 - Must have valid Georgia driver's license and transportation.
 - Will consider other combinations of education and experience that provide required knowledge & skills.
- Preferred:**
- Microsoft Windows 7 Professional or newer.

TO APPLY: Submit **Cover Letter, Resume & FCPL Application** (see www.forsythpl.jobs or library Ask Me desk) to: Human Resources—Posting #E-1803, Forsyth County Public Library, 585 Dahlonega Street, Cumming, GA 30040. **Deadline: March 26, 2018.** Questions: FCPLjobs@forsythpl.org or call 678-513-9372.

This position requires long periods of sitting, standing, stooping, and lifting light objects. It also requires intermittent climbing, crawling, and lifting and carrying of heavy computer equipment. The position requires a high degree of dexterity and repetitive hand movements in operating computers, equipment, and tools, as well as the ability to distinguish between colors. The incumbent is sometimes exposed to dust, dirt, and grease.

All offers of employment are contingent upon successfully passing the appropriate background checks & drug screening.

FCPL is an Equal Opportunity Employer and does not discriminate on the basis of race; color; religion; sex; national origin; age; disability; genetic information; uniformed service status; pregnancy, childbirth or related medical conditions; or any other legally protected category.