

## **Technology Support Specialist**

Hartford Public Library is nationally recognized for its wide range of initiatives including immigration services, employment assistance, school partnerships and youth leadership training. Now celebrating its 127th year, Hartford Public Library remains at the forefront of redefining the urban library experience in the 21st Century with services designed for and by a diverse and dynamic city and region. With seven locations throughout the city, HPL is the catalyst for opportunities in education, civic engagement, intellectual enrichment and cultural development for tens of thousands of children, youth and adults every year. [www.hplct.org](http://www.hplct.org).

The **Technology Support Specialist** plays a critical role in Hartford Public Library's The American Place division serving adult learners, job seekers, and immigrants. The Technology Support Specialist offers instruction and troubleshoots program technologies – hardware and software – to ensure smooth, trouble-free operations by customers and staff. This is a part time role that reports to The American Place Manager.

### **Responsibilities include:**

- Provides one-on-one and small-group tutoring; may deliver class instruction on basic digital literacy skills and popular productivity/business software.
- Assists teachers with integrating technology in the classroom.
- Assist students with online course enrollment and progress.
- Work in coordination with instructor, to track student learning progress
- Identify and responds to specific student learning areas requiring additional support and intervention.
- Collaborates with IT Dept. to ensure that TAP technologies (hardware and software) are in working order prior to class start time and testing sessions.
- Collaborates with IT to ensure technologies/devices are in working order prior to being loaned out.
- Trouble shoots with customers directly (in-person or remote) if their devices fail.
- Maintains asset inventories of all TAP's technologies and provides updated info to IT director on as needed basis.
- Assists with maintenance and development of TAP's Web pages.
- All other duties as assigned.

**Required:**

- Associate degree in Computer Science or related field (Bachelors preferred)
- Minimum 1 year demonstrated experience in installing and configuring hardware, software, systems, networks, printers and scanners.
- Ability to investigate, diagnose, and solve computer software and hardware problems.
- Demonstrated ability to coach students from diverse backgrounds on IT course content.
- Strong organizational skills and attention to detail.
- Skilled in verbal and written communication.
- Ability to maintain records and prepare reports accurately.
- CISCO Networking Certificate preferred
- Knowledge of HTML/Word press preferred.

**To Apply:** Please email resume and cover letter to [tap@hplct.org](mailto:tap@hplct.org) and reference “**Technology Support Specialist**” in the subject line of your email. Resumes will only be accepted by email.  
**Salary Range: \$20.50 - \$25.04 per hour DOE**

**Hartford Public Library is an Equal Opportunity Employer.**