250 YRS HARTFORD PUBLIC LIBRARY

Technology Support Associate   Full Time

Provides direct technology support to all end users. This position often focuses on the diagnosis, repair, maintenance, imaging, installation and removal of hardware, software, and other related technologies. Provides first level of diagnostic/problem-solving support by responding to service ticket requests in a timely manner and has the ability to explain technical issues and answers to non-technical clients. Analyzes problems, provides solutions, refers to online documentation and/or training demonstrates analytical and diagnostic skills by identifying missing/incomplete information in resolving more complex technology related problems. Due to the nature of this work this position may have access to confidential information via technical support responsibilities. All other duties as assigned.

RESPONSIBILITIES INCLUDE:

Technology Support
Customer focused position responsible for delivering a best-in-class customer support experience. Performs computer installations and support to include cable management, imaging, software, installation, troubleshooting, and maintenance of computers, printers, peripherals, etc. Possess an advanced knowledge of PCs, printers, keyboarding skills, mobile devices, network functionality. Manage end user active directory, Windows, and Office 365 accounts.

IT Documentation
Creates and disseminates operational documentation, staff training materials, and user documentation. Contributes to the trouble ticket system knowledgebase to share technical information with colleagues and promote client self-sufficiency. This includes recording basic details of the services requests, symptoms, basic diagnostic data, and other key information. Follows documented procedures utilizing appropriate tools. Determines problem priority and tracks calls referred to assure timely and reliable service.

System Management
Monitor IT environment and escalate IT infrastructure issues to manager. Evaluates infrastructure functionality daily as part of HPL preopening procedures to ensure technology availability for all end users. Continuously monitor public service technology environment to provide optimal user experience by proactively managing and eliminating potential service interruptions.

Asset Management
Responsible for asset management process includes receiving, unpacking, inventorying and asset tagging equipment. Records equipment information in asset inventory tracking system to track issuance, collection, and reassignment of asset. Assures that equipment utilized in loan programs by departments is properly transitioned to department responsible for managing loanable assets.

EDUCATION and EXPERIENCE/QUALIFICATIONS:

- Associate's degree in IT or related field. BA in IT or related field preferred. CompTIA A+ certification is a plus.
- At least 2-3 years' experience working in IT.
- Knowledge and experience of Windows, MAC operating systems, Androids, Printing, MS Office, G Suite, Zoom.
- Knowledge of systems support for software, hardware, mobile and cloud-based software, networking and voice technologies, standard desktop applications including various web browsers and tools. Familiarity with VM environment a plus.
- Prefer experience with providing classroom technology and audiovisual systems support and on-site customer training for classroom technology, conference rooms and computer labs.
- Ability to work independently with limited supervision in performance of duties and exercises discretion when managing confidential information. Must exercise discretion with respect to the library's policies and operations.
- Excellent customer service skills; strong commitment to excellence.
- Ability to work within a team environment and demonstrate reliability, sense of urgency, attention to detail, and problem-solving skills.
- Proficiency with MS Office applications required.
- Troubleshooting/problem solving skills.

- Effective oral and written communication skills.
- Requires Valid Driver's License

PHYSICAL DEMANDS / WORK ENVIRONMENT:

- Ability to continuously bend, twist, stoop, reach and pull.
- Ability to maintain composure in everyday, potentially stressful situations.
- Ability to meet a flexible work schedule, including evenings and weekends.
- Able to walk, sit and stand for extended periods.
- Close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.
- Ability to lift 50 pounds.
- Require ability to drive to multiple Library locations to provide service as needed.

What we offer employees:

Hartford Public Library offers robust benefits you won't find at other nonprofit organizations through a unique partnership with the City of Hartford. This includes:

- MERF Pension Plan with employer contribution
- Health Care, Dental, Pharmacy benefits
- Life Insurance
- Mental health support through the Employee Assistance Program
- Tuition reimbursement program
- Paid professional development, continuing education and staff engagement opportunities
- Commitment to, and active plan of, diversity, equity, and inclusion work including implementation of the staff-led DEI Road Map.

What we offer the community:

The Hartford Public Library is a national leader in redefining urban public libraries in the 21st century as innovative, stimulating and engaging spaces where people can learn and discover, explore their passions and find a rich array of resources that contribute to a full life.

We are an integral part of the Hartford community and offer programs for all our citizens. With 7 locations and robust outreach services, we are here for Hartford. Our programs include:

- The American Place, which offers a variety of free services to welcome immigrants and refugees including English Language Learning, Citizenship preparation and civic engagement
- Digital Library Lab
- Hartford History Center
- HPL Studios
- YOUmedia teen spaces
- Baby Grand Jazz, a free series of Jazz performances open to everyone
- Summer Learning
- Leap into Learning - Early Literacy
- Adult education classes and support
- Career Certification, GED
- Technology training and digital literacy
- Library of Things
- Robust print, electronic, audio and video collections · And so much more!

To Apply: Please email resume and cover letter to hpljobs@hplct.org and reference **Technology Support Associate** in the subject line of your email.

In light of the ongoing COVID-19 pandemic, the Hartford Public Library strongly recommends and encourages all newly hired employees to receive vaccinations. Vaccinations have proven to be an effective measure in preventing the spread of the virus and protecting individuals from severe illness. We are committed to safeguarding our workplace and community. While COVID-19 vaccinations are recommended, vaccinations are not required at this time.

Hiring Range: $52,940.94 - $56,470.70 DOE

Hartford Public Library is an Equal Opportunity Employer.