**Technology Support Specialist – Part-Time**

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.

The Library currently seeks a **Technology Support Specialist P/T.** Responsibilities include:

- Serves adult learners, job seekers, and immigrants with offering instruction and troubleshoots program technologies – hardware and software – to ensure smooth, trouble-free operations by customers and staff.

- Provides one-on-one and small-group tutoring; and 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 HPL's IT department to ensure the department's technologies (hardware and software) are in working order prior to class start time and testing sessions and the technologies/devices are in working order prior to being loaned out.

- Trouble shoots with customers directly (in-person or remote) if the devise(s) fails. Maintains asset inventories of all departmental technologies and provides updated information to the IT Director on as needed basis. Assists with maintenance and development of department web pages.

    *This is a part-time (25 hours per week) temporary grant funded position through 12/31/2022 with the possibility of renewal*

**QUALIFICATIONS:**

**Required**

- Associate degree in Computer Science or related field.
- 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.

**Preferred**

- Bachelor's degree.
- CISCO Networking Certificate
- Knowledge of HTML/Word press preferred.

**To Apply:** Please email resume and cover letter to [hpljobs@hplct.org](mailto:hpljobs@hplct.org) and reference **Technology Support Specialist P/T** in the subject line of your email.

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