



Technology Support Associate – Full-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 F/T**. Responsibilities include, but not limited to:

- Provides direct technology support to all end users.
- 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.
- Responsible for delivering a best-in-class customer support experience.
- Performs computer installs and support to include cable management, imaging, software, installation, troubleshooting, and maintenance of computers, printers, peripherals, etc.
- 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.
- Monitor IT environment and escalates 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.
- 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.
- Maintains, at all times, a high level of confidentiality with respect to any and all confidential information one may come into via technical support responsibilities.
- All other duties as assigned.

QUALIFICATIONS:

- Associate's Degree in IT or related field required; BA in IT or related field preferred
- 2-3 years' working experience in the IT field.
- 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.
- Must be able to work independently with limited supervision, as well as work within a team environment. Must be able to manage confidential information and exercise discretion.
- Excellent customer service skills. Ability to demonstrate reliability, sense of urgency, attention to detail, and problem-solving skills.
- Effective oral and written communication skills.
- Requires Valid Driver's License
- ***COVID-19 vaccination required***

Preferred Experience:

- CompTIA A+ certification is a plus.
- Experience with providing classroom technology and audiovisual systems support
- Experience with on-site customer training for classroom technology, conference rooms and computer labs

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

Hartford Public Library is an Equal Opportunity Employer.