



IT Assistant

Full Time or Part Time: Part Time, with potential for Full Time employment

Hours: 20 hours per week; both weekdays and weekends as required.

Salary: Salary based on qualifications.

Evaluates needs and opportunities for website improvements, software solutions, and training. Manages and maintains internal networks, WiFi, and security equipment. Implements IT solutions based on workflow analysis. Keeps informed on emerging technologies.

1. Identifies needs and opportunities for staff to learn and use software, systems, and applications in order to best serve customers and improve work processes. Creates training plans for individuals and groups based on job skill requirements. Develops training materials, including online courses and job aids. Develops implementation strategy for all product rollouts.
2. Recommends improvements and revisions for library wide technology, including accommodating new technologies and/or adding new services.
3. Creates, maintains and supports staff-side website pages that improve workflow and support Customer Service needs; trains staff in their use. Participates in the development/maintenance of customer-side web pages and applications.
4. Prepares and presents group training as well as one-to-one instruction to staff for all applications, web content, and various technologies.
5. Attends to project management for IT and other technology related projects.
6. Tracks, documents, and analyzes user access of website and tools. Recommends changes that accommodate user patterns.
7. Provides daily computer support for patrons and staff.
8. Develops and facilitates technology based programs for students and community.
9. Prepares monthly reports as requested.
10. Other duties as required.

Requirements & Skills:

Preferred 3 to 5 years' experience in designing and presenting IT and new technology training.

Requires demonstrated expertise in MS Office products, Adobe, Windows 10 & Windows 2016 Server, and proficiency in resolving network conflicts.

Moderate experience with library automation systems, SirsiDynix - WorkFlows preferred.

Excellent verbal and written communications, especially with audiences with a variety of skill levels.

Experience with Remote Desktop Protocol (RDP)

Strong collaboration skills.

Proficiency in web applications preferred.

Preferred Education: Bachelor degree.

Preferred Certification(s): CompTia A+, and Network+

Microsoft

Cisco