



auburn hills public library  
3400 E. SEYBURN DRIVE  
AUBURN HILLS, MI 48326  
248.370.9466  
AHPLIBRARY.ORG

## **IT Support Technician (Part-time up to 28 hours)**

**Pay: \$18.00 per hour**

The Auburn Hills Public Library seeks an enthusiastic IT Support Technician with a commitment to excellent public service to join our team.

### **Nature of Work/Responsibilities:**

IT Support Technician will support our computer network, hardware and operating systems. They will provide technology support to the staff and patrons at the AHPL. Will work with PCs, tablets, printers, library automation, Wi-Fi, RFID, self-checks, copiers, fax, scanners, payment solutions, telephones and server room/data closet management.

### **Minimum Qualification:**

Associates Degree, or equivalent knowledge, in Information Technology, Computer Information Systems, or closely related field

### **Preferred Qualifications:**

- Knowledge of wireless networks (laptop wireless settings)
- Knowledge of Active Directory and Group Policy
- Knowledge of current MS operating systems and MS Office suites
- Understanding of basic networking (TCIP/IP, DNS, DHCP)
- Strong hardware troubleshooting skills and familiarity with remote support
- Knowledge of antivirus software and malware remediation

### **Primary Duties & Responsibilities:**

- Oversee library's technology infrastructure including; backup system, public computers, printers, email system and VOIP phone system.
- Oversee server maintenance, backups, updates, and antivirus software.
- Protect the library from cyber security threats
- Assists staff in routine troubleshooting.
- Assist library patrons with any technology needs
- Develop quick tip troubleshooting guides for the staff
- Create online technology training videos for patrons and staff
- Ability to work with and communicate with vendors
- Investigate and suggest new projects to help move the library forward

The logo for Auburn Hills Public Library (AHL) features the letters 'AHL' in a bold, white, sans-serif font. The letter 'A' is stylized with a vertical line through its center. The logo is set against a blue rectangular background.

auburn hills public library  
3400 E. SEYBURN DRIVE  
AUBURN HILLS, MI 48326  
248.370.9466  
AHPLIBRARY.ORG

**Qualifications and Necessary Knowledge, Skills, and Abilities:**

- Ability to maintain confidentiality
- Ability to organize, prioritize, and coordinate multiple tasks
- Ability to function in a professional manner,
- Ability to work independently, and use good judgment
- Ability to work flexible hours including evenings and weekends
- Excellent communication and organizational skills

**Reports to: Library Director**

**To Apply:**

Email a cover letter and resume, attention Lawrence Marble-Director [marblel@ahplibrary.org](mailto:marblel@ahplibrary.org)

**Deadline:**

Friday, May 7 2021 by 5 P.M.

*The Auburn Hills Public Library is an equal employer. It does not discriminate on the basis of race, color, national origin, age, religion, sex, height, weight, marital status, or disabling condition in employment. No person shall be denied employment solely because of any disability, which is unrelated to the individual's ability to do the essential functions and duties of the job with or without accommodation.*