

**POSITION OPEN:** IT Help Desk Technician - Part Time

**DATE AVAILABLE:** Immediately

**SALARY:** Based on experience

Provides reliable and responsive support to staff and patron workstations. Responds to calls for help, troubleshoots and solves hardware and software problems. Provides support for audiovisual system for meeting room. Setup and takedown of AV equipment such as laptops, digital camera, and digital projector.

The Ferguson Library is striving to be an anti-racist and equitable organization. Our staff are people with different strengths, experiences, and backgrounds, who share a passion for improving people's lives through education, resources, and services. Diversity not only includes race and gender expression but also age, disability status, veteran status, sexual orientation, religious beliefs, and many other parts of one's identity. We are deliberate and self-reflective about the kind of culture and workplace we aspire to create.

***Roles & Responsibilities:***

- Perform remote troubleshooting through diagnostic techniques and pertinent questions.
- Determine the best solution based on the issue and details provided by customers.
- Walk the customer through the problem-solving process.
- Direct unresolved issues to the next level of support personnel.
- Provide AV support for programs.
- Other I.T. projects as assigned by management.

**Qualifications and Requirements:**

Minimum Education

BSc/BA, Information Technology, Computer Science or a related field.

Must have:

- Proven experience as a help desk technician.
- Tech savvy with working knowledge of business software applications a plus.
- Proficient understanding of computer systems.
- Expertise to diagnose and resolve basic technical issues.
- Skills to communicate technical topics effectively and easily to novices.
- Aptitude to project a positive, upbeat attitude and excellent interpersonal skills even under stress.

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- Competency to work and communicate effectively with library management and staff.
- Capability to work in a team environment.
- Adapt to learn new and emerging technologies.
- Capacity to troubleshoot print devices.
- Flexible schedule and willingness to work evening and weekend shifts.
- Must have a valid driver license and a reliable automobile.