

# Piedmont Regional Library System

**POSITION TITLE:** Information Technology (IT) Services Assistant

**SCHEDULE:** 18 hours per week, Monday-Friday, occasional evening and weekend hours

## **JOB SUMMARY:**

The IT Services Assistant supports all aspects of computer-related work for the Piedmont Regional Library System and provides expertise on various computer-related issues. The IT Services Assistant will be assigned to a library location for various shifts to familiarize themselves firsthand with the technology needs of library staff by assisting frontline staff at the service desk.

## **REPRESENTATIVE DUTIES AND RESPONSIBILITIES:**

When assisting the IT Coordinator:

- Assists in maintaining the electronic devices and computer networks in the ten libraries across a three-county region
- Assists with the completion of technology installation projects for the region
- Assists with managing computer software updates
- Utilizes remote desktop tools and helpdesk ticketing to troubleshoot as requested
- Performs other related duties as assigned

When assisting frontline staff at a library location:

- Registers patrons electronically and maintains correct patron records in PINES
- Electronically checks out books and other materials to library patrons
- Electronically checks in books and other materials returned by patrons
- Instructs patrons in the use of library electronic resources
- Instructs patrons in the use of public computers
- Instructs patrons in the use of the photocopier, printer, and other electronic equipment
- Makes recommendations on IT-related purchases

## **QUALIFICATIONS:**

- A high school diploma or its equivalent is required
- Relevant experience in library and/or help desk field preferred
- CompTIA A+ or other relevant certification is preferred
- Oral and written communication skills
- Current Georgia driver's license and good driving record
- Familiarity with Windows, Chrome, iOS, and MacOS operating systems
- Familiarity with or ability to learn computer troubleshooting and repair
- Familiarity with or ability to learn cyber hygiene practices
- Familiarity with or ability to learn PINES library automation software
- Ability to recommend solutions to IT-related problems, considering a library's budget
- Ability to maintain confidentiality regarding login credentials and patron information
- Ability to stoop and lift up to 35 pounds of books or computer equipment