



NOTICE OF JOB OPENING
IT Help Desk Technician
Part-Time (25 hrs/wk)

Forsyth County Public Library (FCPL) in Cumming, Georgia, is a busy 4-branch library system with a range of technology services and resources. We use the Polaris integrated library system (ILS), and we're highly automated with RFID technology and automated materials handling systems. Our IT department supports servers, desktops, laptops, iPads, and a VoIP phone system and we developed our own library app for iOS & Android. Explore this exciting opportunity to join our library family!

FCPL is an Equal Opportunity Employer and has a strong commitment to achieving diversity among staff. FCPL does not discriminate on the basis of race; color; religion; sex; gender identity; sexual orientation; national origin; age; disability; genetic information; uniformed service status; pregnancy, childbirth, or related medical conditions; or any other legally protected category.

Overview: The IT Help Desk Technician provides technical support for the library's desktop computers, laptops, tablets, e-readers, peripherals, telephones, web-based resources, and applications. It responds to help desk tickets, troubleshoots and resolves problems, and communicates with users. It also creates, updates, and maintains reports and documentation.

Hourly Pay: \$21.73 (Non-Exempt)

Benefits: Annual Leave (16 days), Sick Leave (13 days), Holidays (11 days), Teachers Retirement System of GA; Free Life (2x Pay), Short-Term Disability Insurance, and Long-Term Disability Insurance; Optional Dental, Vision, Additional Life, Critical Illness, Legal, and Flexible Spending Accounts.

Schedule: Part-time, 25 hours per week. Our libraries are open 7 days, and IT support is needed days, evenings (minimum of one/week), and weekends on a rotational basis. Priority for evening/weekend schedule.

Responsibilities:

- Provides technical support for desktop computers, laptops, tablets, e-readers, peripherals, telephones, web-based resources, and applications in a networked environment.
- Assists with creation and maintenance of reports and documentation.

Requirements:

Minimum:

- BS in related field or HS Diploma/GED with 6 months of recent information technology experience.
- Strong customer service skills.
- Good computer skills, including e-mail, electronic work order system.
- Must have valid Georgia driver's license and transportation.

Preferred:

- Experience with Microsoft Windows 10 Professional and newer Windows operating system versions.
- Experience with Google Workspace (formerly known as G Suite).
- Experience with HTML and CSS.

To Apply: Submit Cover Letter, Resume, and FCPL Application (available at www.forsythpl.org/employment) by email to fcpl-jobs@forsythpl.org or by mail to Human Resources, Forsyth County Public Library, 585 Dahlonega St, Cumming, GA 30040 or drop it off at any FCPL branch. **Deadline: 04/16/2024**

NOTE: This position requires long periods of sitting, standing, stooping, and lifting light objects. It also requires intermittent climbing, crawling, and lifting and carrying of heavy computer equipment. The position requires a high degree of dexterity and repetitive hand movements in operating computers, equipment, and tools, as well as the ability to distinguish between colors. The incumbent is sometimes exposed to dust, dirt, and grease.

All offers of employment are contingent upon successfully passing the appropriate background checks & drug screening.