



**FORSYTH COUNTY PUBLIC LIBRARY
NOTICE OF JOB OPENING
IT Help Desk Technician
(Part-time, 25 hours per week)**

Looking for a great place to work?

FCPL is an Equal Opportunity Employer and does not discriminate on the basis of race; color; religion; sex; national origin; age; disability; genetic information; uniformed service status; pregnancy, childbirth or related medical conditions; or any other legally protected category

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.

JOB 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.

PAY RATE: \$19.89 per hour. Non-exempt.

SCHEDULE: Part-time, 25 hours per week. Our libraries are open 7 days, and IT support is needed days, evenings, and weekends on a rotational basis.

GREAT BENEFITS!

- Annual Leave (16 days), Sick Leave (13 days), Holidays (11 days). Teacher's Retirement System of GA.
- Free: Life (2x pay), Short-term Disability, and Long-term Disability insurances.
- Other options include: Health, Dental, Vision, additional Life, Critical Illness, Legal, Flexible Spending Accounts

LOCATION: Position is based at the library's Administrative Offices, but can expect to work at a branch library regularly. Flexibility in location required. (Note: Assigned work location may change at any time.)

JOB RESPONSIBILITIES:

Provides technical support for desktop computers, laptops, tablets, e-readers, peripherals, telephones, web-based resources, and applications in a networked environment. Provides desktop and laptop computer and peripherals support in a professional, timely manner. Responds to help desk tickets submitted by library staff. Troubleshoots and resolves issues. Communicates with users regarding the reported problem and status of resolution. Follows up on completed tickets to make sure issues have been completely resolved and communicates findings with higher-level IT staff. Sets up, configures, and maintains PCs for patron and staff use; installs peripherals; assists staff in using PCs and peripherals; troubleshoots and repairs problems. Provides applications support; installs and upgrades software and other applications for patron and staff use; assists staff in using various local and networked PC applications; troubleshoots and resolves problems with applications. Provides support for telephone systems; troubleshoots problems with phone system; installs and configures telephones and trains users; maintains internal telecommunications documentation on phone system to keep it current. Provides support for tablets and e-readers used by staff. Performs pro-active tasks when possible to resolve issues before they occur. When appropriate, uses network to perform tasks in order to minimize visits to each computer. Provides quality service to internal and external customers. Communicates effectively in written and oral form. Assists other IT staff as needed. Participates in internal and external training activities.

Assists with creation and maintenance of reports and documentation. Produces, creates, maintains and updates reports. Creates and maintains documentation for both IT staff and for non-technical staff as assigned. Assists with creating and updating disaster recovery documentation as assigned. Is familiar with business continuity and disaster recovery (BCDR) procedures and participates in BCDR training. Works on special projects as assigned.

REQUIREMENTS:

Minimum: BS in related field or HS Diploma/GED with 6 months of recent information technology experience. Strong customer service skills. Must have valid Georgia driver's license and transportation. Will consider other combinations of education and experience that provide required knowledge & skills. **Preferred:** Experience with Microsoft Windows 8.1 Professional and newer Windows operating system versions. Experience with Google Workspace (formerly known as G Suite).

TO APPLY: Submit **Cover Letter, Resume & FCPL Application** (available at www.forsythpl.org/employment or the Library Information Desk) to: Human Resources—Posting #E-2022-31, Forsyth County Public Library, 585 Dahlonega Street, Cumming, GA 30040. **Deadline: December 6, 2022.** Questions: FCPLjobs@forsythpl.org or call 678-513-9372.

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.