Technology Assistant – Part Time

20 hours per week, evenings (3:30 pm – 7:30 pm) and weekends (12:30 pm – 4:30 pm).
Starting Salary $10.50 per hour

The Role

The Redford Township District Library seeks an enthusiastic candidate who enjoys helping people with computers, networking and connected technologies to join our customer service directed team. This newly created position is also responsible for maintaining, setting up, and resolving issues with the Library's computers and troubleshooting hardware and software problems. Computer Assistants perform basic maintenance on equipment, clean equipment, and perform other technological support duties as assigned.

Duties and Responsibilities

- Assisting users with simple and intermediate troubleshooting of computer and network technologies.
- Answering general and intermediate computer and technology questions from patrons and staff alike.
- Monitor the Library's Pharos PC Reservation system, helping patrons sign in, and the application of monies for Print Management.
- Assist with usage of the Library Wireless system, including Mobile Pharos Print Center.
- Assist patrons with using library equipment and technologies as needed.
- Perform basic maintenance as directed.
- Work on other duties as assigned by supervisor.

Organizational Relationship

Reports to the Automation Manager and works in close cooperation with all departments.

Required Skills and Experience

- Strong commitment to positive and polite public service.
- Excellent communication skills.
- Thorough knowledge of Microsoft Windows, Apple, and Google platforms.
- Knowledge of Microsoft Office Suite software.
- Computer Lab and/or Library experience preferred.
- Experience setting up and maintaining PC hardware.
- Software installation experience preferred.
- Ability to work independently after training is complete. Strong problem-solving skills.
- Detail oriented.

Physical Requirements

Applicants must be able to lift 25 lbs., bend, push a cart, and stand for periods of time.