The St. Charles City-County Library is seeking a talented individual to fill a full time IT Support Specialist position. We strive to improve digital and technology services and to enhance ease of use for both patrons and staff. Are you the go-to person that your coworkers call first when they need help? Do you spend your free time researching the newest and best technology on the market? Are you a patient person who enjoys the challenge of guiding and supporting others with rapidly evolving technology?

In the IT Support Specialist role, you will provide technical support for your coworkers using desktop and laptop workstations, tablets, printers, and a wide variety of digital devices. You will install, troubleshoot, repair, update, program and tweak all manner of software, computers, tablets, printers, projectors, monitors, A/V systems and other devices. You will assist in managing system-wide technology systems and help with the installation of interactive presentation systems in our public meeting rooms, while responding to help desk tickets and traveling to our branches throughout the county, lending your expertise to others on the Library team.

**Requirements:**

- 3-5 years of professional experience supporting users in broad areas of information technology, including workstation hardware and software, handheld devices, network systems, telecom systems and public-facing devices. Experience should include configuring and supporting conference room A/V systems.
- Bachelor's degree or equivalent combination of education and experience required.
- Sufficient ability to lift and move IT equipment weighing up to 75 lbs.

**Schedule:** Monday through Friday 8:00am-5:00pm

We offer a full benefit package which includes medical, dental, and vision insurance, life & disability insurance, defined life-time benefit pension plan, deferred compensation (457) plan with employer contribution, and a generous amount of paid time off.

For priority consideration, submit a SCCCL Application, cover letter and resume electronically to jobs@stchlibrary.org, or mail to SCCCL HR Dept. P.O. Box 529, St. Peters, MO 63376, by the priority deadline of **Monday, August 12, 2024** Application materials will be accepted until the position is filled or an acceptable number of qualified candidates have been received.

The St. Charles City-County Library is committed to diversity and inclusion. The Library provides equal employment opportunities to all applicants without regard to race, color, religion, sex, gender identity, national origin, sexual orientation, age, disability, or military status.

Please see the following job description for more information.
Position Summary

Provides technical support for all Library public service and administrative staff in the use of desktop and laptop workstations, tablets, printers, audiovisual equipment and other digital devices. Works closely with the Library Technology Coordinator and IT staff to assist public service staff and patrons in the deployment and use of a wide range of digital devices. Installs, updates and repairs equipment and software and troubleshoots problems.

Consults with users in applying systems analysis techniques to define functional specifications to configure desktop workstations and software, and guides them in performing routine maintenance tasks. Supports users in the identification, isolation and correction of problems with workstations, software and systems. Provides prompt responses and a high level of service for help desk tickets, moves and new installations.

The IT Support Specialist reports to and assists the Director of Technology Services in developing and implementing policies and procedures governing the use of IT resources. Collaborates with peers in resolving issues, oversees the process of selecting and assigning help desk tickets and requests. Works independently with general guidance.

Essential Functions

1. Applies systems analysis techniques to define user requirements and system design specifications to create, test and modify computer system prototypes for both internal and external customers.
2. Develop, implement and document desktop computer systems based on those functional specifications.
3. Applies systems analysis techniques to select, test and deploy new and upgraded hardware and software products.
4. Consults with staff and utilizes expertise and specialized knowledge (A/V, e-Media, etc.) to determine appropriate software and equipment for the branches, to help provide positive experiences for all customers, and to cross-train coworkers to provide broader coverage and enhance reliability.
5. Seeks, understands and responds to the needs and expectations of internal and external customers with the objective of always providing excellent customer service.
6. Provides assistance and expertise in support of a broad range of technology resources: workstation hardware and software, desktop devices, network systems, telecom systems and public-facing devices.
7. Analyzes problems and provides information/solutions.
8. Develops and maintains positive customer relations and coordinates with coworkers within the department to ensure customer requests and questions are handled appropriately and in a timely manner.

Duties

1. Responds to staff and patron requests and inquiries for technology services via help desk ticket, telephone or e-mail.
2. Analyzes problems and either provides appropriate information/solutions or routes to appropriate IT resource to provide the necessary service.
3. Collects and analyzes data to identify potential user support challenges and customer service issues and develop action plans to prevent service gaps.
4. Provides external and internal customers with requested information.
5. Documents incidents, activities and solutions to build knowledge base for future reference.
6. Evaluates procurement requests for adherence to policy and budget, consults with users to determine hardware and software specifications, provide recommendations and assist in purchasing activities.
7. Collaborates with Staff Learning Coordinator and Program Directors in designing and teaching technology classes.
8. Performs other duties as assigned by the manager.

**Skills**
1. In-depth knowledge of Microsoft Windows, Exchange and Office products, Google G Suite,
2. Expert in installing and configuring computer hardware, software, networks, printers, scanners and other devices.
3. Working knowledge of configuration management, deployment tools and desktop system maintenance strategies.
4. Ability to work well on a team, to share goals and achievements.
5. Strong logical thinking and troubleshooting abilities.
6. Effective time management skills.
7. Ability to work well with people; strong customer service focus.
8. Knowledge and understanding of IT services and functions, and policies and procedures.
9. Self-motivated, with excellent oral and written communication skills.
10. Valid Missouri Class E Driver License and ability to drive a cargo van.

**Essential Physical Abilities** - Accomplished with or without reasonable accommodation.
1. Sufficient clarity of speech and hearing to communicate well with staff and customers.
2. Sufficient vision to review a wide variety of documents, reports, and other related materials in both electronic and hard copy form.
3. Sufficient ability to lift and move IT equipment weighing up to 75 pounds and re-arrange classroom furniture.
4. Sufficient personal mobility to work at various locations.
5. Ability to bend, kneel, reach above or below to install cable or computer equipment.

**Education and Experience**
1. Bachelor’s degree or equivalent combination of education and experience required.
2. 3 - 5 years of professional experience supporting users in broad areas of information technology, including Microsoft Windows & Office products and Google G-Suite in a LAN/WAN environment.

The job description is not intended to be all-inclusive. Employees may perform other related duties as required to meet the ongoing needs of the Library.