

## **Employment Opportunities**

### **Computer Technician II**

Are you an experienced technologist looking for a new adventure? Can you share knowledge and enable others to learn with a smile? In addition to traditional IT service duties, you'll have the opportunity to work with an array of creative applications to engage and fascinate people of all ages. Our "Ingenuity Engine" makerspace is designed to help our staff and our community explore technology in a fun and creative way. Two years supporting users in a Windows environment preferred. Networking experience helpful but will train a candidate with an outstanding customer service track record.

As the Computer Technician II at CDL, you will find opportunities to share and learn in a team environment. In this position, you will join the library staff and board in developing the resources, programming, and services that enable the library to achieve its mission and implement its strategic plan.

### **Why Chelsea District Library?**

CDL is a nationally recognized library located in historic downtown Chelsea with a mission to engage, inspire, and equip through evolving resources and service. An integral part of the Chelsea community, we provide patrons of all ages with a variety of services, resources, and programs to meet the educational, recreational, and informational needs of the community we serve. We truly believe that coming to work every day should be fun, challenging, and supportive! We look forward to hearing how you can support our mission and contribute to our culture.

### **Pre-interview questions (to be submitted with application materials):**

- How do you see the role of Computer Technician II in responding to our library's mission?
- What qualifications and qualities are important in the role of a public library Computer Technician II? Describe at least three.
- What is your vision of the role of library Computer Technician II in the future?

### **Items to submit (in a single PDF file):**

1. Cover letter
2. Resume
3. Answers to pre-interview questions
4. CDL job application

**Send to: [JOBS@chelseadistrictlibrary.org](mailto:JOBS@chelseadistrictlibrary.org)**

**Deadline for applications: Friday, Oct. 23, 2020 by 5PM**

**Interviews anticipated: Week of Nov. 9th**

**Target starting date: Monday, Dec. 7<sup>th</sup>**

**Chelsea District Library  
Chelsea, MI  
Position Description**

**Position Title:** Computer Technician II  
**Reports To:** Head, Technology Services  
**Hours:** 40 hours per week, including weekends and evenings  
**Classification:** Full-time, salary, exempt  
**Wage Range:** \$36,456- 48,213

**Purpose and Scope:**

Under the direction of the Head of Technology, the Computer Technician II is responsible for the management, monitoring, troubleshooting, and repair of computer systems, desktop terminals and printers, and handheld devices. Core functions include promoting data security, managing workstations, and developing computer best practices. Excellent communication skills and a passion for customer service are required. Working with limited supervision the Computer Technician II will have hands-on technical responsibility for day-to-day library computer operations.

**Specific Duties:**

1. Assists with the training of staff, volunteers, and public on use of the library's technology as necessary.
2. Providing support to users and being the first point of contact for error reporting.
3. Managing workstations including maintaining, troubleshooting, and resolving hardware, software and network issues.
4. Ensuring electrical safety standards are met.
5. Performing tests and evaluations on new software and hardware.
6. Conducting daily backup operations.
7. Managing technical documentation and statistics.
8. Operating a variety of equipment including personal computers, tablets, printers, 3D printers, VR, and other equipment as assigned.
9. Works with the Head of Technology to update/revise the master technology plan.
10. Attends and participates in staff meetings.
11. Establishing good relationships with all departments, colleagues, and vendors.
12. Assists with technology-related programming as assigned.
13. Other duties as assigned.

**Job Qualifications Required:**

1. Bachelor's Degree in Computer Science, Information Science or equivalent is highly desired but other relevant combinations of education and experience will be considered.
2. Two years providing support in a library or educational setting.
3. Experience with computer operating systems.
4. Knowledge of data storage and data recovery.
5. Working knowledge of computer networks.
6. Proven problem-solving skills.
7. Excellent time and task management.

8. Excellent communication skills, both orally and in writing.
9. Strong attention to detail.
10. Dependable work habits and flexibility when responding to problems.
11. Positive public service attitude.

**Job Qualifications Preferred:**

1. Experience monitoring or managing library technology systems.
2. Experience planning and presenting computer workshops.
3. CompTIA A+, Microsoft or other certifications desirable.
4. Exposure to makerspace technology and creativity applications like 3D Printers, VR, or Adobe Creative Suite.

**Essential Physical Requirements:**

1. Ability to give/follow written and oral instructions and procedures.
2. Ability to reach (laterally and overhead), bend, twist, squat, kneel, push and pull.
3. Ability to lift/carry up to 50 lbs.
4. Ability to perform repetitive movements including simple grasping, pushing, pulling and fine manipulation.
5. Ability to sit, stand and walk for extended periods of time.
6. Use of step ladder.

Chelsea District Library reserves the right to change, amend, add, delete, and otherwise assign any and all duties, responsibilities, and position titles as it deems necessary to meet the needs of its business

Sept. 29, 2020