

Employment Opportunities

Technology Specialist

Chelsea District Library (CDL) is seeking an energetic, organized, and engaging person to join us as a technology specialist. This person understands the necessity and value of public libraries and their ability to transform lives in small and large ways.

As the Technology Specialist 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.

The ideal candidate will be comfortable and enjoy working with senior citizens, and have a desire to learn system administration duties.

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 Technology Specialist responding to our library's mission?
- What qualifications and qualities are important in the role of a public library Technology Specialist? Describe at least three.
- What is your vision of the role of the library Technology Specialist 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

Apply to: jobs@chelseadistrictlibrary.org

Deadline for applications: Open until filled

Interviews anticipated: Nov/Dec 2021

Target starting date: January 4, 2022

Chelsea District Library
Chelsea, MI
Position Description

Position Title: Technology Specialist
Reports To: Head, Technology Services
Hours: 40 hours per week, including weekends and evenings
Classification: Grade 4, full-time, salary, exempt
Wage Range: \$40,870- \$53,130

Purpose and Scope:

Under the direction of the Head of Technology, the Technology Specialist 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 Technology Specialist 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. Use outreach to connect with community members and organizations to promote the library as a resource.
11. Assist with the library website maintenance and contribute content to the website and social media outlets as needed.
12. Attends and participates in staff meetings.
13. Participate in continuing education opportunities.
14. Assists with technology-related programming as assigned.
15. Other duties as assigned.

Job Qualifications Required:

1. Bachelor's Degree in Computer Science, Information Science or equivalent relevant combination of education and experience will be considered.

2. Two years providing technology 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. Ability to work independently and collaboratively as a team, with or without supervision
11. Dependable work habits.
12. 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.
5. Familiarity with Carl, Envisionware and WordPress applications.
6. Understanding of network security protocols and applications
7. Experience with VoIP & other remote work technologies.

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