

TECHNOLOGY SUPPORT ASSISTANT

This part-time position exists at the Schenectady County Public Library and supports the public with the use of computers and associated technology equipment, including PC's, laptops, microfilm machines, printers, scanners, copiers, fax machines and audio-visual equipment. Work is performed under the direct supervision of a higher-level technology/library supervisor.

TYPICAL WORK ACTIVITIES INCLUDE:

- Assisting library patrons with navigating basic computer access issues;
- Providing one-on-one support in common application software for internet browsing, word processing, spreadsheets and presentations;
- Providing end-user support to resolve minor issues with accessing user accounts;
- Providing end-user support for the use of web-based or installed software application, including e-mail and other standard office document creation software maintained by the Library;
- Assisting with maintaining and updating PC, laptop and tablet hardware, software, printing, scanning and other devices following defined operating procedures;
- Identifying technical problems and escalating issues with hardware, software, networks and other systems to Library staff.

CANDIDATES MUST POSSESS:

Successful completion of fifteen (15) credit hours from a regionally accredited or New York State registered college or university trade or business school in Computer Science or other computer related field and have one (1) year of experience in computer end-user Help Desk support; OR

Graduation from high school or possession of a GED and two (2) years of experience in computer end-user Help Desk support; OR

An equivalent combination of training and experience as outlined above

The budgeted salary for this position is **\$17.21/hour**.

Applicants must live in Schenectady County.

Interested qualified candidates should submit resume and cover letter by 5:00 pm, **June 15, 2018** to:

Barbara Leonard, Personnel Technician
Department of Human Resources
620 State Street
Schenectady, New York 12305
Barbara.leonard@schenectadycounty.com

Applicants are also encouraged to apply online through the Schenectady County job application portal: <https://mycivilservice.schenectadycounty.com/>

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