



Technology Support Specialist

Enjoy what you do while contributing to a Library that makes a difference in people's lives. The Palatine Library District is seeking a qualified and motivated **Technology Support Specialist** to join our Technology Department. We are seeking an individual who demonstrates key professional and interpersonal qualities, including a commitment to continuous learning, resourcefulness, and analytical thinking. The ideal candidate is organized, detail-oriented, and persistent in problem-solving. This position is responsible for supporting the installation, configuration, maintenance, and troubleshooting of hardware, telecommunications, and other library technologies.

How You'll Contribute:

- Perform daily operations and maintenance of the Library's technologies, including software, AV equipment, printers/copiers, telecommunications, and websites.
- Provide prompt, courteous, and knowledgeable support to staff. Monitor, respond to, and document support requests using the internal IT ticketing system.
- Configure, install, and evaluate new technologies to meet evolving organizational needs.
- Conduct staff training sessions and provide individual instruction as needed.
- Visit <http://www.palatinelibrary.org/jobs> for a complete job description.

You'll Be Successful Because You:

- Two years of college-level coursework or equivalent experience in computer science or a related field
- Minimum of one year of experience in IT support or operations, or a comparable technical role
- Experience in library, government, or nonprofit setting is preferred
- Strong proficiency with both macOS and Windows environment, including Microsoft 365
- Experience with website content management systems (Drupal preferred)
- Strong customer service orientation and ability to communicate effectively with users of all technical levels

What We Offer:

- Hourly Range: \$26.96 - \$29.95 an hour, depending on qualifications
- Full Time: 37.5 hours per week
- Benefits include 4 weeks of vacation per year; 12 days of sick time per year; 5 personal days per year; 7½ paid holidays per year; participation in Illinois Municipal Retirement Fund; and medical, life, vision, and dental insurance programs
- Additional compensation for non-English language skills

How To Get Started:

Employment applications are available online at <http://www.palatinelibrary.org/jobs> or any Library location. Please submit a completed application, cover letter, resume, and 3 references to the Human Resources Department at employment@palatinelibrary.org.

About Us:

Palatine Library District inspires connection, curiosity, and joy. The Library serves approximately 90,000 residents predominantly within the communities of Palatine and Hoffman Estates. We are an Equal



Opportunity Employer and strive to reflect our diverse community through our dedication to equity, diversity, and inclusion