



**TECHNOLOGY SUPPORT SPECIALIST**  
**TECHNOLOGY DEPARTMENT**  
**Full Time – 37.5 hours per week**

We have an immediate opening for a customer service oriented, technology driven, and innovative individual to join the Library's Technology Department. This position contributes to an excellent library experience by working on our servers, applications, computer equipment, and telecommunications. In addition, the selected individual will be responsible for providing assistance to our patrons on our Technology Desk, in our Digital Media Center, and in technology programs. The successful candidate must demonstrate excellent interpersonal skills. Experience with a makerspace or media lab is preferred but not required. We are an Equal Opportunity Employer and strive to reflect our diverse community through our dedication to equity, diversity and inclusion. For a complete job description, please go to [www.palatinelibrary.org](http://www.palatinelibrary.org).

Qualifications include:

- Higher education, certification or specialized training equivalent to 2 years of college preferably in a technology-related discipline.
- Minimum of 2 years related experience working with technology required. Library technology and integrated library systems preferred. Experience as a help desk technician or other customer support role preferred.
- Ability to provide exceptional customer service experience to patrons and staff.
- Ability to diagnose and resolve issues with computers and peripherals.
- Demonstrates ease and comfort with emerging technologies.

The ideal candidate will share our vision of inspiring connection, curiosity, and joy. Candidate will enjoy providing assistance to others and be comfortable working in a team environment. Bilingual skills of Spanish, Polish, Tagalong, or Chinese preferred.

Physical requirements include: speaking, hearing, vision and keyboarding ability sufficient to adequately perform the functions of the job, ability to push/pull up to 50 pounds, and lift/carry up to 20 pounds occasionally.

This full time position requires working daytime hours; every Wednesday evening:  
1:00 p.m. – 9:00 p.m. and every 5th weekend: Saturday 8:30 a.m. – 5:00 p.m. and Sunday  
11:30 a.m. – 5:00 p.m.

Schedule may vary on occasion.

Salary: \$18.81 per hour.

Benefits include two weeks' vacation; sick time of one day per month; 7½ paid holidays per year; participation in the Illinois Municipal Retirement Fund and optional participation in the Health, Life and Dental Insurance programs.

Employment applications are available on-line [www.palatinelibrary.org](http://www.palatinelibrary.org). **Please indicate the position you are applying for on the application.** Submit completed application with cover letter and resume to the Human Resources Department at [employment@palatinelibrary.org](mailto:employment@palatinelibrary.org).

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