



IT Technician II (Grade 59) 37.5 hour/week.

Portland Public Library (PPL) is currently seeking an **IT Technician II**.

Reporting to the **IT Manager**, the IT Technician II provides day to day technical support for hardware and software and troubleshoots technology issues encountered by Library staff.

Nature & Scope of the Position

1. This Serves as a technical resource for Library staff
2. Provides technical support in the use of personal computer hardware, software, and specialized technology
3. Sets up and configures desktop computers, peripherals and accounts
4. Maintains and trouble shoots IT equipment (including AV and multimedia); coordinates with internal and external IT staff to perform maintenance; provides connectivity assistance to Library staff and patrons as needed
5. Assists in researching and recommending system equipment upgrades and manages Department equipment inventory (desktops, laptops, printers, scanners, video equipment, peripherals etc.)
6. Troubleshoots, repairs and maintenance for computer equipment (e.g. desktops, laptops, disk drives, laser printers and combination printer/copier/scanner)
7. Tests computers and peripherals on a network to diagnose hardware versus software problems and escalates corrective procedures to other technical resources as appropriate
8. Assists in producing videos and other multimedia of Library events
9. Contributes the Department goals by accomplishing related duties as required
10. Participates in maintaining a safe and welcoming environment for fellow staff and library users.

Basic Qualifications

- **Bachelor's degree** in Information Technology, or equivalent education and experience.
- 1-3 years of IT help desk experience preferred
- Basic knowledge of both Mac and PC operating systems.
- Basic knowledge of Microsoft products.
- Knowledge of a variety of hardware, software, and operation systems.
- Experience with computer applications and operating systems.
- Demonstrated ability to work collaboratively as part of a close team of staff sharing responsibilities when necessary to meet the needs of the Library.
- Ability to work independently with minimal supervision.
- Capable of interacting and communicating with diverse groups of people with tact and diplomacy.
- Experience working with disabled persons is helpful
- Conversational ability in English and additional language(s) preferred
- Ability to handle complex and confidential information with discretion and initiative.
- A positive and enthusiastic attitude with great attention to detail.

Work Environment

- This position is performed in a busy and diverse public library environment where public interaction sometimes can present challenging situations. The library's hours vary, and this position may include occasional evening and weekend hours.
- This position is **union-represented**.

Physical Demands

This position requires regular use of computers. This position requires regularly moving through the service areas and lifting.

Manual dexterity is a necessity for carrying and installing general computer hardware.

This is a **37.5 hour/week**, full-time position Monday - Friday with some occasional weekends as needed and the pay band begins at **\$18.02/hour**. Excellent benefits include health, dental, and vision insurance, retirement options, and paid leave.

To apply, please send your resume, letter of interest, and three professional references to careers@portlib.org or to Human Resources, Portland Public Library, 5 Monument Square, Portland ME 04101 by May 27, 2022. Initial consideration will begin immediately, and this posting will remain open until filled.

About PPL

Portland Public Library is an equal-opportunity employer dedicated to providing everyone with safe and free access to educational and cultural resources. PPL is Maine's most visited cultural institution and is a valued community asset, serving residents and visitors for over 150 years.

PPL offers free shared resources – books, film, history, big ideas – in a welcoming environment to foster meaningful connection and positive change in our dynamic City. PPL believes we are stronger the more fully we align our work and our resources toward equity, accessibility, inclusion, and representation of diverse experiences and perspectives. To succeed as a Library team member requires commitment to curiosity, inclusiveness, collaboration, and creativity. We enthusiastically invite you to apply.

PPL is committed to hiring and maintaining a diverse workforce of highly qualified staff to ensure broad perspectives, promote equity and inclusion, and connect to our wide community. Applicants with racially, ethnically, or culturally diverse identities or backgrounds are strongly encouraged to apply.