



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

1. Serves as a technical resource for library staff.
2. Provides technical support in the use of workstation computer hardware, software, and specialized technology. Provides connectivity assistance to library staff and patrons as needed.
3. Configures and sets up desktop and laptop computers, peripherals, and accounts. Maintains images for patron/staff workstations and systems for client deployment and management.
4. Maintains, troubleshoots, and repairs IT equipment, e.g., desktops, laptops, storage drives, printers, copiers, and audio-visual devices. Coordinates with internal and external IT staff to perform maintenance. Performs system updates and software configuration.
5. Assists in researching and recommending upgrades to system administration, equipment, and infrastructure.
6. Manages department equipment inventory (desktops, laptops, printers, scanners, video equipment, peripherals, etc.)
7. Tests computers and peripherals to diagnose hardware versus software problems and escalates corrective procedures to other technical resources as appropriate.
8. Creates and maintains documentation for existing workflows and configurations.
9. Contributes to department goals by completing related duties as required.
10. Participates in maintaining a safe and welcoming environment for fellow staff and library users.

Basic Qualifications

- Associates Degree in IT, applicable certificate, 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 operating 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 effectively with diverse groups of people.
- Ability to handle complex and confidential information with discretion and initiative.

A positive and enthusiastic attitude with great attention to detail.

Work Environment & Physical Demands

This position is performed in a busy public library environment and requires regular use of a computer.

This position may require lifting up to 25 lbs. and the ability to push book trucks. Manual dexterity is necessary for carrying and installing general computer hardware.

Compensation & Benefits

Hours & Pay: This is a union-represented, full-time, **37.5 hours per week** onsite position, normally scheduled to work Monday through Friday. **Pay begins at \$19.88/hr.**

Benefits & Other Details: Excellent benefits package includes health, dental, and vision insurance, retirement options (in lieu of Social Security), and paid leave.

How to Apply

To apply, please send your resume, letter of interest, and three professional references via email at careers@portlib.org.

Mailed applications may be sent to: Human Resources, Portland Public Library, 5 Monument Square, Portland, ME 04101.

About PPL - Core Values

Portland Public Library is an equal-opportunity employer dedicated to creating a culture that fosters continuous staff development and engagement to reflect the learning role we play for our patrons. We value self-directed growth as well as sharing knowledge and experience, working collaboratively, and communicating openly.

PPL promotes professional engagement with colleagues, with community efforts, and with others in the library field. Every employee of the Portland Public Library strives to offer the highest quality service – externally to library patrons and internally to colleagues.

We are committed to hiring and maintaining a diverse workforce of highly qualified staff to broaden perspectives, promote equity and inclusion, and connect to the breadth of our community. Applicants with racially, ethnically, or culturally diverse identities or backgrounds are encouraged to apply.