

JOB ANNOUNCEMENT

Hudson Area Public Library
Hudson, WI

Position Title: Library Assistant II: IT Support Technician(part-time)

The Hudson Area Public Library, located in Hudson, WI, has a part-time position (15 hours/ week) available for a Library Assistant II: IT Support Technician. This is a unique position that requires a combination of computer technology skills for performing routine computer hardware and software maintenance, and creativity for developing a variety of programming that introduces library patrons to new, emerging, and creative technology.

General Duties:

- perform basic computer hardware and software maintenance;
- troubleshoot technology related issues;
- develop and implement computer training sessions for the public;
- ensure all library technology equipment is maintained and up-to-date for use;
- work with the Library Director to implement the Library's Technology Plan and 5-year replacement schedule, and;
- work closely with regional IT staff, as well as technology vendors.

Other Duties:

The Hudson Area Public Library has dedicated creative makerspace equipment, including a 3-D printer, photography equipment, a Cricut machine, and computers (and iPads) with specialized software for patron use. The equipment is located in the iLab at the library. The successful individual will:

- Create interesting programs that introduce the community to new technologies;
- Provide one-on-one training opportunities, as needed;
- Print 3-D requests, as needed;
- Develop hands-on programs using the iLab equipment, coding workshops, and other unique programs.

Anticipated schedule, subject to change:

Weeks 1-3

Wednesday 10:00 a.m. – 4:00 p.m.
Thursday 4:15 p.m. – 8:15 p.m.
Friday 1:00 p.m. – 6:00 p.m.

Week 4

Saturday 10:00 a.m. – 3:00 p.m.
Sunday 12:00 p.m. – 4:00 p.m. (during school year)
Wednesday 10:00 a.m. – 4:00 p.m.

This is the basic schedule, although flexibility is required. There may be schedule changes based on library needs, especially due to programming.

If interested in this position, please submit a completed City of Hudson application; your resume and cover letter, and supplementary questionnaire to: tnorris@ci.hudson.wi.us Applications will be reviewed as received and interview will be ongoing. Application acceptance may close at any time.

Supplemental Questions:

- 1.) Please describe your experience performing basic computer hardware and software maintenance.
- 2.) Please describe your experience providing customer and staff assistance with technology problems.
- 3.) Please describe a unique technology program that you might implement, if you are hired for the position.
- 4.) Please describe any experience you might have working with WordPress websites.
- 5.) Please describe your customer service philosophy.