



**DATE OF POSTING:** May 17, 2019

**JOB OPENING:** IT Systems Support

La Porte County Public Library has an opening for an IT Systems Support position. In this position, you will provide technical support to ensure that staff and customers of all ages have access to hardware, software, and network stability necessary to complete desired tasks.

You will focus on responding to hardware and software issues as reported through IT tickets in a timely manner and follow up to ensure issues have been resolved. You will also install hardware and software as needed and set up new accounts for new and current staff. You will monitor network hardware and software system-wide and troubleshoot network connectivity issues.

You have an Associate's Degree in a related field with a minimum of three years professional experience working with Windows operating systems and hardware. Microsoft certification a plus. Experience working with Cisco Meraki Mobile Device Management a plus.

For full details please refer to the job description on the next page.

Applications are being accepted at this time. Download and print the application form from our website at [laportelibrary.org](http://laportelibrary.org), or ask for an application form to complete at any of our locations.

**Submit completed application and resume to:**

De Burke, HR Professional  
La Porte County Public Library  
904 Indiana Avenue  
La Porte, IN 46350  
219-362-6156, 371  
219-324-0700, Fax

Email: [dburke@laportelibrary.org](mailto:dburke@laportelibrary.org)



# POSITION DESCRIPTION

<b>Job Title:</b>	IT Systems Support	<b>Job Classification:</b>	Professional I
<b>Location:</b>	Main	<b>Reports To:</b>	IT Services Manager
<b>Starting Pay Rate:</b>	\$17.00 per hour	<b>Position Type:</b>	Non-Exempt

## JOB PURPOSE

Provides technical support to ensure access to technology and equipment necessary to complete desired tasks by staff and customers of all ages

## ESSENTIAL RESPONSIBILITIES

- Applies LPCPL’s customer service best practices (courtesy, professionalism, attitude, safety, quality)
- Responds to IT ticket issues in a timely manner and follows up with staff to ensure issues have been resolved
- Deploys and troubleshoots hardware to make sure computer equipment is operating as normal
- Deploys and troubleshoots software to make sure systems are operating as normal
- Installs equipment – network closet, workstations, monitors, iPads, printers, etc.
- Installs software as needed
- Creates and manages accounts for new and current employees
- Monitors network hardware and software system-wide
- Troubleshoots network connectivity issues
- Creates a safe and clean environment for customers and staff
- Abides by established policies and procedures

## POSITION REQUIREMENTS

- You have an Associate’s Degree in a related field with three years of professional experience working with Windows operating systems and hardware, iPads, and printers
- You have proficient technology skills, with experience using the Internet, email, google suite, Cisco Meraki mobile device management, and a willingness to learn new technologies
- You have experience troubleshooting hardware, software, and printer issues
- You have the ability to prioritize your tasks and work responsibly with minimal supervision
- You use good judgement when making independent decisions
- You have a valid Indiana driver’s license
- You welcome working with all people from your community
- You are positive, adaptable, and forward thinking
- You display appropriate demeanor at all times; this includes dress, body language, and facial expressions

## PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

- Office environment; occasional exposure to materials returned in unfavorable conditions
- Mobility: Repeated movements with the wrists, hands, and/or fingers while using keyboard, calculator; regularly sits at a desk to do paper/computer work; occasionally climbs stairs, kneels, squats, bends, twists, grasps, and reaches above shoulders
- Environmental exposures: dust particles while cleaning computer hardware
- Visual: Spends time viewing computer monitor and fonts of various sizes
- Must be able to respond to fire alarms, warning sirens, and phone pages