Location: Kent County Public Library

Job Title: Library Associate I for Technology

Responsibilities: Serves as KCPL’s technology liaison with the Eastern Shore Regional Library’s IT department. Handles day to day installation, maintenance, and minor repair and troubleshooting of the library’s network, hardware, and software peripherals. Maintains all technical aspects of the library’s public and internal web pages. Prepares and maintains library statistics and yearly reports. Provides technology support for public programming. Supervised by the Executive Director.

Essential Duties and Responsibilities: Oversees the daily operation of the library’s automation systems and public work stations. Troubleshoots library hardware & software and serves as level 1 tech support. Oversees system wide software installations and configurations. Serves as technology liaison with Eastern Shore Regional Library’s IT department, including communication about higher level tech support needs and coordination of regular maintenance of on-site technology through in-person visits and remote support from ESRL’s IT techs. Maintains technical aspects of library website and ensures it is regularly updated and accurate. Regularly provides staff training on software, hardware, and other technology being used internally or with the public. Communicates and coordinates with all staff regarding installs/updates to work stations and other changes in technology/software being used at the library. Serves as technology liaison to vendors as well as local, regional, and state groups. Maintains thorough knowledge of all KCPL hardware and software, including creating and implementing a technology replacement schedule, performing annual inventory, and collaborating with senior staff regarding administrative settings and permissions. Researches potential new products and their positive impact on the library and the community in anticipation of patron and staff needs. Provides technical support for public programming, assisting with hardware and software troubleshooting, virtual program production, and other support, as needed. Collects and analyzes library statistics. Prepares monthly and annual statistical reports, including running ad-hoc reports as needed. Serves as KCPL’s representative to the state statistics committee.

Additional Duties and Responsibilities: Provides circulation desk support and assistance. Implements standard operating procedures and system policies. Assures that operations are consistent with KCPL policies, procedures, philosophies and objectives. Participates in the development of operating policies and procedures. Make suggestions to short term and long-term planning of library services. Continues professional development by attending workshops and participating in webinars and through memberships in professional organizations. Other duties as assigned.

Requirements: Strong proficiency with Windows 10, Microsoft Office (particularly Excel), and collaborative Google applications; experience with Polaris ILS system, Springshare’s LibCal, Zimbra email, and Schedule S3W is a plus. Experience with or willingness to learn website content management system and/or basic HTML coding and FTP client. Strong oral & written communication skills. Ability to work independently. Analytical & critical thinking skills. Problem-solving and troubleshooting skills.

Qualifications: Associate’s Degree required. Bachelor’s degree preferred. At least two years relevant experience preferably in a library setting.

Working Conditions: Work involves near continuous use of computer terminal. Requires light physical effort such as stooping or bending, and occasional lifting of lightweight objects up to 25 pounds.

Salary: $30,000. Classification is Regular full time, 37.5 hours a week. Status is non-exempt

Application Process: available online or in person, Send Cover letter and resume to Jackie Adams: jadams@kent.lib.md.us

Special Request: Deadline For Application: August 28, 2020