Technology Services Specialist Job Description

Department: Technology Service Department

Location: Gary, Indiana

Job Type: Full-time

Starting Salary: $34,125

Reports to: Technology Services Supervisor

About Gary Public Library:

Gary Public Library serves as a cornerstone for learning, literacy, and community engagement in the city of Gary and surrounding areas. With a commitment to providing access to information, educational resources, and cultural enrichment, the library offers a wide range of services and programs for all ages. Its facilities house extensive collections, public computers, meeting spaces, and dedicated areas for youth, teens, and adults. The library is dedicated to fostering lifelong learning, supporting local history and culture, and building a welcoming environment where everyone can connect, explore, and grow.

Why Join Us:

If you are passionate about equitable access to books, education, and learning experiences for all, join us at the Gary Public Library where you can serve your community. We offer a collaborative workplace, opportunities for professional growth, and the chance to make a meaningful impact every day.

Job Description:

The Technology Services Specialist at the public library is responsible for supporting, maintaining, and enhancing the library's technology resources and services. This position plays a key role in assisting patrons and staff with technology-related needs, troubleshooting hardware and software issues, and helping to implement new digital initiatives to improve user experience and access to information.

Key Responsibilities:

- Coordinates with supervisor to schedule outside contractors for equipment repair and/or wiring as needed.

- Provide technical support to library staff and patrons for computers, printers, mobile devices, and other technology resources

- Assists in the installation and maintenance of computer systems, terminals, printers and other peripherals, system-wide

- Troubleshoot and resolve hardware, software, and network issues in a timely manner

- Assist with the setup, maintenance, and upgrading of library computers, equipment, and technology systems

- Support digital literacy by offering one-on-one assistance and group instruction on computers, software, and online resources

- Help maintain the library's website, online catalog, and digital collections

- Collaborate with library staff to develop and deliver technology-based programs and workshops

- Maintain accurate records of technology inventory, maintenance, and support requests

- Research and recommend new technology solutions to improve library services

- Ensure compliance with library policies, data privacy, and security best practices

- Stay current with emerging technologies relevant to public libraries

Qualifications:

- Associate's degree in computer science or minimum of 2 years computer training experience or equivalent combination of education, training and experience. Computer Science, or related field preferred

- Strong knowledge of computers, networks, and common software applications

- Excellent problem-solving, communication, and customer service skills

- Ability to instruct and assist people of all skill levels with technology

- Experience with library automation systems, digital resources, and web content management a plus

- Ability to work independently and as part of a team

- Flexibility to work evenings and weekends as needed

Work Environment:

- Ability to lift and move computer equipment (up to 40 lbs).

- Primarily in a library setting with frequent interaction with the public

- May require evening and weekend hours

How to Apply:

Interested candidates should submit a resume or application to:
hrgpl@garypubliclibrary.org
Applications will be accepted until the position is filled.

Selected candidates will be required to hold a valid driver's license, successfully complete a pre-employment drug test and background check as a condition of employment.

This job description is intended to describe the general nature and level of work performed. It is not an exhaustive list of all responsibilities and duties required.