JOB POSTING

TITLE: IT Support Technician
DEPARTMENT: Information Technology

SUMMARY: Reporting to the Director of Information Technology, the IT Support Technician assists with desktop support, application support, and computer deployment. The incumbent will regularly interact with colleagues from various departments and executive levels; and will listen to their technical needs, understand their problems, and implement solutions to them.

RESPONSIBILITIES:
• Installs, configures, and maintains computers, printers, and network devices;
• Troubleshoots hardware and software issues, both for onsite and remote users;
• Provides desktop and network support for end users;
• Maintains public access terminals, A/V connected computers, and mobile devices;
• Provides onsite A/V support for public programs and events;
• Supports the needs of the Director and Systems Administrator, as necessary;
• Completes all other operational tasks as needed for the achievement of departmental goals.

QUALIFICATIONS:
• Minimum two years of prior relevant experience required; associate’s degree in computer science, IT support, or related field preferred;
• Experience with nonprofit, academic, or cultural institutions supporting a minimum of 100 users preferred;
• Strong knowledge of Windows operating systems and Windows networking;
• Hands-on experience with the computer support of PCs and Macs;
• Familiarity with Microsoft Office 2016/2019 and Office 365;
• Creative problem-solving and strong documentation skills;
• Excellent written, oral, and interpersonal communication skills;
• Demonstrated ability to work independently, while also working as a team player when necessary;
• Physical strength, mobility, and endurance required for equipment installation and maintenance; ability to lift up to 40 pounds.

SCHEDULE: This is a full-time, nonexempt position, working 35 hours per week, with normal hours generally from 9:00 AM - 5:00 PM, Monday through Friday. This position will occasionally require the incumbent to work on Saturdays. While a remote work arrangement is possible, the incumbent will primarily work onsite.

BENEFITS: The Newberry offers a comprehensive benefits package including a variety of health, dental, and vision insurances; generous paid time off (vacation time, sick leave, personal days, and paid holidays); a 403(B) retirement plan with an employer match; employer-provided basic life and long-term disability insurance; and much more.

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TO APPLY: Interested candidates should email a cover letter and resume to jobs@newberry.org. Applications sent without both items will not be considered. Please, no phone calls.

The Newberry’s commitment to diversity, equity, and inclusion is essential to our mission: providing free and open access to a collection spanning more than six centuries; building and sustaining communities of learning; advancing and disseminating knowledge; and acquiring and preserving materials that represent a range of perspectives and experiences—including those that historically have been underappreciated, marginalized, or silenced. As a civic institution that values the free exchange of ideas, it is the Newberry’s duty to ensure that attention to diversity, equity, and inclusion informs all that we do, internally and externally. This is an urgent priority for the staff and board of trustees as we shape our institution and outreach.