Lindenhurst Memorial Library is seeking a part-time **Technical Support Aide** with strong customer service skills to assist library patrons and staff with technical issues efficiently and in a friendly manner. The ideal candidate has excellent communication skills and enjoys troubleshooting equipment and software. Must be able to work both independently and within a team environment.

Responsibilities:

- Provides support to library patrons and staff in person, via phone, chat or email as needed.
- Assists users with operating computers and related peripheral equipment, including printers and scanners, etc.
- Under the supervision of the Network and Systems Specialist, installs, troubleshoots, and services equipment and software.
- Assists in the development of simple technical training materials for use by library staff and library patrons.
- Must be capable of lifting and carrying up to 50lbs. Ex: monitors, printers, and other library hardware.

Salary: $20.26 per CSEA Union Contract

This position (up to 17.5 hours per week) requires both day and evening availability.

Minimum Requirements: Graduation from a standard high school, or possession of a high school equivalency diploma, along with one (1) year of technical computer experience. Additional education from a college with federally authorized accreditation or registration by NYS, which includes three (3) credits per year in information technology or computer science, may be substituted for all experience.

Interested candidates should submit a resume and completed application (available under the "About Us" tab on our website) to bwhiteford@lindenhurstlibrary.org by Friday, August 1.