



Henderson County Public Library IT Associate Job Description

Job Summary:

The IT Associate plays a vital role in supporting and advancing the library's technology infrastructure, services, and instruction. This position is responsible for assisting with the administration and maintenance of the library's computer systems, networks, and technology equipment used by both staff and the public. The IT Associate provides frontline support for hardware, software, and digital resources, and helps ensure that technology functions efficiently and securely across all departments. In addition to behind-the-scenes technical responsibilities, the IT Associate delivers direct technology instruction to patrons through one-on-one sessions, group workshops, and makerspace activities. The role requires a strong foundation in information technology, excellent communication and teaching skills, and a dedication to the library's mission, vision, and values-with a strong emphasis on equity, access, and lifelong learning.

Specific Duties and Responsibilities:

- Assist the IT Manager in administering the integrated library system (ILS), local area network (LAN), and related technologies.
- Serve as backup to the IT Manager, assuming key responsibilities during absences.
- Support and troubleshoot hardware and software used by staff and the public, including computers, printers, mobile devices, AV systems, makerspace tools, and self-service equipment.
- Provide technical support and training for library staff on various systems, including the ILS, productivity software, and digital resources.
- Help maintain the library's website to ensure accuracy, accessibility, and ease of use.
- Assist in managing the security camera and access control systems, coordinating with staff as needed.
- Track and maintain technology inventory, perform or coordinate repairs, and assist with the responsible disposal of outdated equipment.
- Document technology procedures and assist with the creation of training materials.
- Assist patrons in using public computers, software applications, online resources, and makerspace equipment.
- Plan and lead workshops on technology topics and digital skills.
- Provide one-on-one technology instruction tailored to individual needs.
- Communicate technical information in an accessible and patient manner.
- Stay current with evolving technologies relevant to public library use and instruction.

- Promote technology services through outreach and public engagement efforts.

General Duties and Responsibilities:

- Provide high-quality professional service to patrons and staff.
- Promote a welcoming, inclusive, and informed environment for all library users.
- Communicate clearly and effectively, both verbally and in writing.
- Prepare reports and recommendations for the IT Manager.
- Comfortable with public speaking, program facilitation, and outreach.
- Crosstrain and support colleagues in other roles as needed.
- Maintain the confidentiality of library users and records.
- Ability to work independently and collaboratively in a team-focused environment.
- Attend professional meetings and conferences to keep up with the latest trends and advances in libraries; maintain an awareness of new technologies that help support our mission and values.
- Perform other duties as assigned.

Education and Experience Requirements:

- Associate's degree or combination of some post-secondary education and/or work experience required. Bachelor's degree preferred.
- Public library experience preferred, not required.
- Proficiency with PCs, Macs, operating systems, networks, and productivity software is essential.

Specific Knowledge, Skills, and Abilities:

- Solid understanding of IT systems, networking, and troubleshooting practices.
- Ability to manage and support hardware, software, and digital resources.
- Strong interpersonal and instructional skills with a customer-service mindset.
- Patience and clarity in teaching individuals with varying skill levels.
- Willingness and ability to learn and adopt new technologies quickly.
- Familiarity with website content management and accessibility standards.
- Organizational and project coordination skills.
- Ability to handle multiple priorities and work effectively in a dynamic environment.

General Knowledge, Skills, and Abilities:

- Ability to learn and operate the library automated system with high degree of efficiency.
- Ability to organize work, set priorities, use time effectively, work independently, and meet deadlines.
- Ability to multi-task, create acceptable products by strict deadlines, and work effectively with a variety of people and situations.
- Ability to pay close attention to details and concentrate on work with frequent interruptions.
- Ability to analyze and creatively solve problems related to the position.
- Flexible, adaptable, and able to flourish in a changing environment.

- Possession of valid driver's license and good driving record. Willingness to use personal vehicle to attend meetings, make presentations, etc. Mileage is reimbursed.

Physical Requirements:

The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and the ability to adjust focus. The employee is regularly required to stand; sit; walk; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk and hear. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl.

Work Schedule:

This is a full-time position that requires 40 hours per week. Varied schedules may include mornings, afternoons, evenings, and weekends in various departments. Dependability and diligent attendance are required.

Special Requirements:

Requires the appropriate certification from the Kentucky Board for the Certification of Librarians.

Supervisor:

IT Manager and Executive Director