



Technical Support Specialist Library Technology and Training

This is a full-time opportunity.

The Technical Support Specialist is responsible for supporting the Ossining Public Library in a variety of areas related to technology. Will engage in on-site troubleshooting, support, maintenance, and as-needed coordination with Managed Service Providers related to the library's internal network, library computer hardware, peripherals, VOIP system components, and other networked devices. Assists and supports staff, including accounts support and training on library software and systems. Will support the library's digital literacy and digital resource initiatives by training staff and patrons on the general use of common technology and library-related digital resources and services. Will work collaboratively across all departments and with library administration, community groups, and other agencies in coordination with the Technology and Training Librarian. May provide general supervision and work guidance to lower-level employees, as necessary. Acts effectively as the Librarian in Charge Person when needed or required.

Desired experience, knowledge, skills, and abilities:

- Ability to work both independently and collaboratively
- Attention to detail and the ability to effectively document processes and procedures
- A strong desire and ability to plan, build, and evaluate innovative library technology services
- Thorough knowledge of the operation and use of computers and their peripheral equipment, working knowledge of computer networks,
- Ability to effectively communicate with strong verbal, written, and presentation skills; ability to effectively share professional development knowledge with others
- Ability to effectively teach others how to use a variety of technologies, including computers, mobile devices, software, and systems
- Good judgement, resourcefulness, a positive attitude, enthusiasm, and flexibility
- A welcoming attitude and commitment to excellent customer service in a multicultural, diverse environment
- Other duties as assigned
- English/Spanish bilingual speaking ability is a plus, but not a requirement.

Salary and benefits: \$66,383.75 to \$79,117.68, excellent benefits package

Minimum training and experience: Graduation from high school or possession of a high school equivalency diploma and four (4) years of work experience in the installation, maintenance and technical support of computer software and hardware applications. Substitutions for minimum experience allowed in accordance with the [Westchester County Civil Service Technical Support Specialist Job Description](#). Successful candidate must be reachable on a Westchester County Civil Service Technical Support Specialist list of eligible individuals or otherwise eligible for appointment. Placement is subject to Westchester County Civil Service approval.

To apply, please send an [application](#), resume, and cover letter to:

Karen LaRocca-Fels, Director
Ossining Public Library
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Ossining, NY 10562
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