



Director: Cornell White
Hammond Public Library • 564 State Street • Hammond, IN • 46320-1532 • (219) 931-5100
www.hammondlibrary.org

JOB ANNOUNCEMENT

TITLE	Technical Services Assistant (Help Desk)
MAJOR TASKS	Maintain Technical Services help desk ticket system. Address and/or assign tickets to Technical Services staff as needed. Update staff on status of tickets. Input tickets via telephone from staff into Technical Services ticket system. Input the network supplies and equipment inventory into the Tech Tickets SharePoint program. Assist the Network Technician with maintaining the network supplies and equipment inventory. Organize and upload all documentation regarding network supplies and equipment to the Technical Services ticket system. Assist the Network Technician with miscellaneous tasks and duties as needed. Compile monthly ticket statistics and submit them to the Head of Technical Services. Serve as back-up computer operator for all systems. Start up and shut down the integrated library system. Run scheduled operations. Investigate and resolve hardware and software problems. Perform preventative maintenance. Perform data input tasks, processing and weeding of library materials as needed Cross train in other departments and provide coverage when necessary Perform other tasks assigned by Division Head.
REQUIREMENTS	High school diploma or equivalent. Good typing and keyboarding skills. Ability to work independently and with attention to detail. High degree of computer literacy Must provide own transportation Excellent customer service skills preferred
SALARY	\$32,430
USUAL HOURS	38 hours a week, potential evening and Saturday shifts
DATE AVAILABLE	Immediate
SUPERVISOR	Head of Technical Services
APPLICATION PROCEDURE	Applicants should submit their cover letter and resumé to chapmanw@hammondlibrary.org