

Title: Part-Time IT Specialist

Reports to: Head of Information Technology

Schedule: Maximum of 28 hours/week with a structured path to full-time in 2027

Hourly Rate: Starting at \$20.10/hr

Benefits: Optional 457 plan, accrue 1 hour of paid sick leave for every 30 hours worked, paid holidays

Nature and Scope of Position: Under the direction of the Head of IT, the IT Specialist provides technical support to staff and patrons and assists with the implementation of technology projects.

Primary Responsibilities and Duties:

- Maintains and updates library technology systems, including workstations, hardware, software, servers, virtual machines, and network-connected equipment.
- Troubleshoots all manner of IT issues, including but not limited to hardware, software, network connectivity issues, client access issues, and authentication issues.
- Submits and manages service tickets with external vendors for issues beyond internal scope.
- Creates and maintains documentation and guides to inform and assist with the use of technology for the IT department, library staff, and patrons.
- Supports technology needs for library programs, events, and off-site activities.
- Maintains and supports the library's circulating technology collection, including setup, testing, resetting, and preparing devices for patron use.
- Conducts one-on-one technology appointments tailored to individual patron needs.
- Participates in the planning and implementation of technology projects, identifies opportunities for improvement, and helps advance the library's long-term technology goals.
- Maintains current knowledge of information technology trends, best practices, and emerging technologies through continuing education, training, and professional development opportunities.

Essential Knowledge, Skills, Abilities:

- Exceptional customer service and professional demeanor as a team player, with strong commitment to teamwork and collaboration across departments.
- Ability to explain technical concepts clearly to individuals with varying levels of technical experience.
- Demonstrates advanced computer proficiency, including operating systems, basic networking, Microsoft 365 Administration, servers and virtual machines (VMs), library applications, and learning new software applications as required.
- Ability to troubleshoot and resolve technical issues through research and analysis, leveraging resources to discover solutions even in unfamiliar situations.
- Initiative in identifying problems, proposing solutions, and completing projects from concept through implementation.
- Experience with virtualized server environments and Linux systems preferred.

Education and Experience:

- Completed high school diploma and currently enrolled in an associate or bachelor's degree program.
- Experience providing direct customer service, user support, technology instruction, or training.
- Experience supporting computer hardware, software, and network-connected devices.
- Experience administering or supporting Windows and/or Linux server environments preferred.
- Experience with virtualization technologies such as Hyper-V, VMware, Proxmox, or similar platforms preferred.
- Experience with library technology systems, endpoint deployment, asset management, or technical documentation preferred.

How to Apply:

Submit your cover letter, resume, and completed AHPL application found at ahplibrary.org/about/employment to Susan Barney at barneys@ahplibrary.org by Wednesday, September 23 at 5:00 pm.

Anticipated start date: Monday, October 26, 2026.

This is an at-will position. Auburn Hills Public Library is an Equal Opportunity Employer.