



Wayne County Public Library
Wooster/Operations Center

Position Opening

Title: Help Desk Technician (full-time)

Date Posted: March 6, 2025

Job Responsibilities: Under general supervision, the Help Desk Technician provides computer hardware and software technical support to the entire library system

Illustrative Duties: Assists with the installation, relocation, troubleshooting, upgrading, inventory management, and repair of library-owned computers, network equipment, and associated software applications. Supports the IT Help Desk by responding to problems, resolving submitted issues, and communicates with impacted staff.

Skills and Abilities: Presents a positive, professional image to the public; interacts and responds appropriately to patrons and staff; develops and maintains effective working relationships with supervisor, staff, and volunteers; communicates effectively in written and oral form; maintains confidentiality; ability to work both independently and as part of a team.

Qualifications: High school diploma or equivalent. Basic experience in help desk support and computer systems is preferred. The ability to push, pull, bend, and twist with ease. May require sitting or standing for long periods of time. Must be able to lift up to 50 lbs.

Working Conditions: Full-time, 40 hours per week.

Ability to work a flexible schedule including some evenings and weekends.

Starting Pay Rate: \$13.40 per hour, corresponding with qualifications and experience. This position includes full benefits including insurance, retirement, vacation and paid sick leave.

Application Procedure: Applications may be obtained at any of our locations or online at www.wcpl.info. Completed library application forms and resumes may be emailed to: jobs@wcpl.info or mailed to:

Wayne County Public Library
304 N. Market
Wooster, OH 44691.
Attn: Human Resources

Deadline: Applications accepted until the position is filled.

In compliance with Federal and State equal employment opportunity laws, the Wayne County Public Library considers qualified applicants for positions without regard to age, race, color, religion, gender, sexual orientation, national origin, disability, or ancestry.