

# The City of East Orange

## Job Posting

<b>Job Title:</b>	<b>Computer Service Technician</b>	<b>Job Category:</b>	Competitive
<b>Department/Group:</b>	East Orange Public Library	<b>Job Code</b>	<b>07605</b>
<b>Location:</b>	21 S Arlington Ave, East Orange, NJ 07018	<b>Travel Req'd</b>	LOCAL
<b>Level/Salary Range:</b>	\$36,732.70- \$48,628.59	<b>Position Type:</b>	Full Time
<b>HR Contact:</b>	Shatera Smith	<b>Posting Period</b>	5/22/2017 – 5/26/2017
<b>Applications Accepted By:</b>			
<b>Fax or E-mail:</b> 973-675-6128 <a href="mailto:crrreed@eopl.org">crrreed@eopl.org</a> <b>CC:</b> <a href="mailto:pholmes@eopl.org">pholmes@eopl.org</a>  <b>Attention: Computer Service Technician</b>		<b>Mail:</b> Carolyn Reed , Director East Orange Public Library 21 S. Arlington Ave. East Orange, NJ 07018	

### **Role and Responsibilities**

Under direction, the Computer Service Technician repairs, services, and maintains computer system equipment and related peripheral devices, performs other related duties as assigned.

### **Qualifications and Education Requirements**

Two (2) years of experience in the maintenance and/or repair of an electronic computer and various peripheral equipment including communication lines and related equipment, involving troubleshooting and diagnoses of hardware/software problems and electronic equipment installations or, problem identification, repair, and resolution of telecommunications hardware/software malfunctions.

**NOTE:** An Associate's degree from an accredited college or university in Computer Science, Data Processing, Computer Service Technology, Electronics or Electronic Engineering Technology, Electronics and Computer Technology may be substituted for the above experience requirement. Applicants having a higher level degree in these fields are considered to have met the above experience requirement.

### **Preferred Skill**

- Diagnoses, troubleshoots, and repairs peripheral devices, and telecommunications hardware including digital controller
- Assist with day-to-day operations of the system. Trouble shoots and repairs PCs and printers.
- Provide system-wide technical assistance in response to the Library's email support box and phone requests.
- Set up computers, printers and related peripheral devices.

- Install, configure and updates computer software.
- Keep an inventory of computer equipment and software.
- Maintains and cleans computer equipment and related peripheral devices.
- Participates in the evaluation of technology needs and makes recommendations.
- Assist with the Library's technology class operation. Teaches technology classes and tech time programs.
- Provides one-on-one assistance with hardware and software support for the public
- Provides groups and one-on-one trainings to staff on hardware and software.
- Prepares used technology equipment for the Library's Book Sale.
- Ability to install, configure, test and maintain Windows PC operating systems and applications.
- Ability to effectively use and apply computer systems principles and computer electronics principles.

### **Additional Information**

The East Orange Public Library (EOPL) is seeking an enthusiastic and pro-active Computer Service Technician to support the City of East Orange vision and mission. We are a busy multicultural urban library that is dedicated to making a difference in the community. We value diversity, initiative, creativity, flexibility, teamwork and are committed to service excellence.

Position includes evenings and Saturdays. 37 ½ hour work week. The position offers medical benefits, paid vacation, personal and sick time. The library participates in the State PERS pension plan.

East Orange is a diverse urban city with a population of approximately 64,000 located 25 minutes from New York by bus/rail. The library has a main location and three branches. For more information about the East Orange Public Library, see [www.eopl.org](http://www.eopl.org). EOPL is a Civil Service and Affirmative Action Employer.

### **VISION STATEMENT**

Our vision is that East Orange will set the standard for urban excellence and become a destination city.

### **TAYLOR ADMINISTRATION MISSION STATEMENT**

Our mission is to enhance the quality of life in East Orange by providing outstanding service to our residents, visitors, community, and business partners.