



LPLD Job Description

Revised 07.2026

Position/Title	Technology Associate	Reports to:	Information Technology Manager
Department:	Information Technology	Supervises:	None
Pay Grade:	7	FLSA Status:	Non-Exempt
FT/PT:	Full-Time – 40 Hours	Hourly/Salaried:	Hourly
Minimum Education/Certification Required:	Undergraduate Degree in Related Field		

Position Summary:

The Technology Associate is responsible for analyzing and troubleshooting network issues, installing, supporting, and maintaining technology for all related hardware and software for patrons and staff.

Essential Functions (Duties, Tasks, Responsibilities):

- Install hardware and software
- Establish and perform routine maintenance schedule for equipment
- Troubleshoot technology problems
- Assists and instructs staff and customers in the use of technology and electronic resources such as databases, downloadable resources, and device applications
- Responsible for accuracy and currency of maintenance logs, procedure manual, and equipment inventory
- Receiving and reporting technology usages statistics
- Provide ideas and solutions to increase the effective support of department and LPLD mission
- Evaluate developing technology trends and recommend appropriate enhancements
- Other duties as assigned

Essential Knowledge, Skills and Abilities needed:

- Ability to troubleshoot multiple operating systems (Windows, Android, MacOS, iOS, etc...) and software (MS Office Suite, Adobe Creative Suite, etc.)
- Basic networking (TCP/IP, DHCP, WSUS, and DNS), PC imaging, VPN configuration, enterprise level virus/malware software
- Attention to detail
- Ability to multi-task and work efficiently regardless of interruption
- Knowledge of online information resources
- Effective communication skills with patrons, library staff, and management
- Ability to simplify complex technology topics for novices

Working Conditions (Physical Environment/Expectations, Culture, Benefits):

- Work independently, with the public, and with other staff
- Moving through facilities reaching, bending, kneeling, and crouching to install technology and assist the public and staff for 4-8 hours at a time

- Lifting, pushing, or pulling up to 50 lbs at a time
- Team atmosphere
- A wide variety of hours including evenings and weekends
- Travel between branches occasionally
- Competitive benefits package including PTO, Insurance,

Compensation: Starts at \$15.76 per hour depending on qualifications and experience