

**JOB BANK ENTRY  
LIBRARY ASSISTANT III/ IT SERVICE DESK ASSISTANT  
PART TIME-40 HOURS- (1)  
IT SERVICES-CENTRAL**

**OPENS: 3/11/2026 CLOSSES: 03/27/2026**

**JOB SUMMARY**

Performs office, customer service, and basic technical support duties with a strong focus on answering calls and providing basic IT service desk assistance. Work requires initiative, independent judgment, and effective communication with staff and vendors. Maintains records of service requests, IT activities, policies, procedures, and information files for the library IT department. Position involves a high degree of confidentiality and discretion.

**EXAMPLES OF DUTIES**

- Greets visitors and callers, listens carefully, answers questions, addresses concerns, and directs individuals to appropriate staff.
- Answers IT Service Desk calls, guides callers through basic script-based troubleshooting, and documents outcomes in helpdesk/ticketing software.
- De-escalates situations involving dissatisfied or stressed staff, vendors, or patrons through patient, professional support.
- Communicates and collaborates with staff and vendors to obtain or convey information about IT services, policies, and issues.
- Acts as a gatekeeper for the IT team, prioritizing requests and access appropriately.
- Handles sensitive and confidential information securely and exercises judgment about what information can be shared.
- Maintains lease deployment records, packing slips, and other IT records in an organized, accurate manner.
- Performs standard office procedures, including scheduling appointments, processing mail, answering phones, and maintaining files.
- Composes and prepares routine correspondence and email for signature or transmission on behalf of the IT department.
- Prepares agendas, attends meetings as needed, gathers information, takes minutes, and distributes minutes and follow-up items.
- Maintains inventories of office supplies and small office/IT equipment and coordinates orders with vendors.
- Coordinates with vendors regarding services, deliveries, installations, and support issues; assists with vendor-related meeting preparation and follow-up, and may record meeting notes.
- Maintains calendars for department personnel; arranges meetings, conferences, and teleconferences; helps coordinate competing deadlines.
- Uses Word, Excel, Outlook, PowerPoint, Access, and SharePoint/Teams for correspondence, data entry, reports, and records.
- Conducts Internet and database searches to support IT operations and decision-making.
- Follows IT, library, and city administrative policies and adheres to records management standards.
- Ensures discretion, neutrality, and professionalism in handling correspondence and sensitive issues.

- Performs other related duties as assigned by the IT department head.
- Reports to branch or department head.

### **DESIRABLE KNOWLEDGE, ABILITIES, AND SKILLS**

- Strong customer service skills and ability to build effective working relationships with staff and vendors.
- Knowledge of computers, common operating systems, and basic IT concepts sufficient to follow scripted troubleshooting steps and accurately relay issues to IT staff.
- Ability to handle confidential information with discretion and exercise sound judgment within established policies and procedures.
- Knowledge of modern office practices, administrative procedures, and office equipment.
- Ability to prioritize multiple tasks, work under pressure, and meet deadlines.
- Solid computer skills with Microsoft Office (Word, Excel, PowerPoint, Access), Outlook, and collaboration tools such as SharePoint/Teams.
- Ability to learn Birmingham Public Library, JCLC, and IT policies, operations, and organization.
- Strong oral and written communication skills in business English.
- Ability to compose routine correspondence and prepare clear, accurate reports and records.
- Strong attention to detail and willingness to ask questions when unsure.
- Ability to understand and follow oral and written directions.

### **WORK ENVIRONMENT/PHYSICAL REQUIREMENTS**

Work is primarily office-based at the Central Library IT office, requiring regular use of PCs and other office equipment. Position requires the ability to sit or stand for extended periods; read information on computer monitors and printed documents; and stoop, twist, turn, and move materials or equipment. Ability to lift up to 20 pounds is required. Work schedule is Monday–Friday, 8:00 a.m. to 5:00 p.m., with no night or weekend work.

### **MINIMUM QUALIFICATIONS**

Graduation from an accredited four-year college or university is required. One year of experience in customer service, office/administrative support, or help desk/IT support, or an equivalent combination of education and experience preferred. A pre-employment health screen and background check are required.

### **BENEFITS**

Various hours biweekly, Grade 16, Step 1 \$17.85 per hour. All positions may include morning, afternoon, and evening. Employees may be required to adapt to future schedule and location changes depending on library needs.

### **METHOD OF APPLICATION**

Applicants must register and apply at the Alabama Career Center <https://alabamaworks.alabama.gov>. A resume and transcript must be submitted with application. The application will be forwarded to the Birmingham Public Library Personnel Officer. Library employees need not go through the Alabama Career Center but can submit applications directly to the Library Personnel Office. Qualified applicants

may be contacted for an interview. **You must pass a pre-employment health screen before you may be employed by the Birmingham Public Library.** Position available immediately.

*This job description should not be interpreted as all inclusive. It is intended to identify the major responsibilities and requirements of this job. The incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification.*

***Equal Opportunity Employer***