

TECHNOLOGY ASSISTANT

Definition

The Technology Assistant is a non-exempt position responsible for helping patrons with basic computer and internet functions and in use of the printer, scanner, and fax.

Supervision

Work is performed under the general supervision of the Technology Coordinator. May receive direction from the Head of Adult Services or Librarian in Charge.

Essential Functions

- Greets visitors with a smile and a helpful attitude.
- Possesses strong knowledge of computers, Microsoft Office and Internet.
- Assists patrons to use technology in a friendly, thorough, and non-judgmental manner.
- Troubleshoots routine technology issues.
- Ensures that computer use conforms to the Internet and Computer Use Policy.
- Ensures that patron behavior conforms to the Behavior Policy and Rules of Conduct.
- Directs unresolved technology issues to appropriate library personnel or technology vendors.
- Makes sure Computer Lab is tidy.
- Other duties as assigned.

Qualifications

- Must be minimum 18 years of age.
- Generally previous experience is not required, although preference may be given to people who have experience with computers or have done work in the library as a volunteer.

Knowledge, Ability, and Skills

- Available to perform the above-listed essential functions on site at the library.
- Available to work a schedule that includes evenings and weekends, and that will change from time to time.
- Communicates orally and in writing in English.
- Considerable ability to understand and follow written and oral instructions.
- Works collaboratively and productively with coworkers and supervisors.
- Dependable, reliable, punctual, and patient.
- Able to relate to culturally and/or economically diverse individuals.
- Demonstrates effective listening skills, in a respectful and sensitive manner.
- Able to be flexible in job tasks and adapt to new situations.
- Remains calm in difficult situations.
- Open and alert to suggestions and new ideas.

Physical Requirements/Work Environment

- Work that includes repetitive keyboard use.
- Manual dexterity, clear speech, hearing acuity, and correctable vision.
- Provides own transportation.

This job description should not be interpreted as all-inclusive or as an employment agreement between the employer and employee. It is intended to identify the essential functions and requirements of this job and is subject to change as the needs of the employer and requirements of the job change. Incumbents may be required to perform job-related responsibilities and tasks other than those stated in this specification. Any essential functions of this position will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodations for the specific disability will be made for the incumbent/applicant when possible.

Updated June 2015