

Trails Regional Library

Public Technology Assistant Full Time

Job Description

SUMMARY

The position is responsible for increasing digital inclusion by developing and conducting technology programs, assisting patrons with computer and technology issues, and promoting Library digital resources.

HOURS OF WORK

The full time Public Technology Assistant is a non-exempt position with a maximum of 40 hours per week, typically 9:00 to 6:00, Monday through Friday. Work schedule is subject to change according to the needs of the library system, including evening or weekend hours.

EDUCATION AND EXPERIENCE REQUIREMENTS

- College degree preferred, two years college minimum
- Experience presenting programs for children and adults
- Must be computer literate and willing to learn and teach new technologies
- Familiarity with Windows Operating Systems, Microsoft Office products, cloud storage, social media, etc.
- Customer service experience
- Ability to interpret and communicate library policies and procedures.
- Must have an excellent driving record and maintain a valid driver's license
- Experience in libraries and familiarity with online catalogs and databases is preferred

DUTIES

- Assists patrons with utilization of Library computers, personal devices or other related equipment in person, via telephone or virtually
- Develops, plans and presents virtual and/or in-person technology programs for the public
- Notifies managers and IT team of technology incidents or required maintenance
- Checks out Library equipment to staff and patrons
- Follows library policy for use of library and materials
- Performs circulation and clerical duties per library procedure as needed for branch coverage
- Plans, publicizes implements and evaluates technology programs for all ages
- Participates in community outreach activities and events
- Evaluates effectiveness of service delivery and makes recommendations for changes
- Keeps abreast of development in digital technology and continuing education opportunities
- Continues to increase technology skills and be aware of new resources for information for patrons
- Interprets statistics for circulation, program attendance, to plan for future
- Performs other tasks as required by Services Coordinator and Library Administration

CONDITIONS OF EMPLOYMENT

- Work with other staff members to provide exemplary service
- Requires walking/standing for long periods of time, lifting and carrying objects
- Work at varying paces to respond to departmental needs
- Attend library or other meetings as required
- Use strength to lift items needed to perform the functions of the job, no more than 50lbs.
- Sit, stand and walk for required periods of time

- Maintain regular and prompt attendance as scheduled
- Work in diverse working conditions
- Encounter normal fluctuations in interior conditions, such as noise and temperatures
- Because of the mobile nature of the job, extreme weather conditions can be experienced, along with some driving in hazardous conditions
- Access to a personal vehicle for transportation between locations
- Ability to work at all locations and adapt with short notice based on coverage needs

SKILLS OR KNOWLEDGE

- Communicate effectively both orally and in writing
- Have an eye for accuracy and attention to detail
- Able to follow detailed instructions
- Knowledge of customer service principles
- High level of comfort operating a computer and navigating the internet
- Experienced with word-processing software and spreadsheets
- Able to work independently
- Possess the ability to work as a member of a team
- Express enthusiasm for learning new procedures or experimenting with new tools and resources
- Flexibility, courtesy and good judgement
- Ability to problem solve
- Perform clerical work such as sorting and shelving material, and circulation duties

PHYSICAL REQUIREMENTS

- Communicate in-person, through email, and over the phone.
- Able to spend up to 4 hours sitting without standing.
- Able to maneuver books, materials, and carts that could weigh up to 50 lbs.
- Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this position.

COMPENSATION AND BENEFITS

Salary Track: D

Reports to: Services Coordinator

Benefits: This position will receive the following paid benefits as detailed in the library's Personnel Policies: holidays, time off, insurance (life, short- and long-term disability), and retirement. The library will pay some of the cost for health insurance. The library offers optional dependent health insurance, vision, dental, voluntary life insurance and AFLAC plans at the employee's cost.