

# Technology Assistant II

Dept/Div: Administrative Services/Technology

FLSA Status: Non-Exempt

## General Definition of Work

Performs intermediate technical work assisting library patrons with technology available in the library, educating customers on basic computer hardware and software usage, and related work as apparent or assigned. Work is performed under the limited supervision of the Technology Coordinator.

## Qualification Requirements

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

## Essential Functions

- Greets patrons and provides service at the Technology Desk and Welcome Desk; receives and responds to patron inquiries, complaints, concerns, and suggestions.
- Assists library patrons with the use of library public access computers and digital library resources; troubleshoots basic problems; utilizes the computer reservation system; assists patrons with printing and copying.
- Help patrons navigate and use web content, especially webmail, job application forms, and social media sites such as Facebook.
- Sets up sessions in the Sound + Vision Studio; opens new recording sessions; checks audio inputs, sets up microphones, etc.
- Maintains an awareness of patron behavior and addresses minor problems as they occur; informs and alerts security staff of repeat behavior, and calls them to assist as needed.
- Maintains regular, reliable attendance.
- Assists with maintaining technology inventory.
- Acts as an instructor for technology related courses.
- Participates in special projects, library committees, and other related meetings.

## Knowledge, Skills and Abilities

Ability to communicate effectively in both oral and in written form; ability to establish and maintain effective working relationships with a diverse community of staff and the general public; ability to spell and use correct grammar; ability to understand and follow oral and written instructions; and general skill providing excellent internal and external customer service.

Ability to learn standard library tasks and to adhere to established procedures; ability to make arithmetic computations using whole numbers, fractions and decimals; some knowledge of and ability to perform routine clerical tasks; some knowledge of basic office terminology, procedures and equipment.

Ability to adapt to changing library needs; ability to be self-motivated with little or no direction from others; ability to exercise initiative and independent judgment; ability to work independently with limited supervision.

Ability to learn specialized library software, equipment, websites and records systems related to library function; general knowledge of and skill in the operation, uses and capabilities of computer equipment and standard hardware and software systems, specifically Microsoft Windows and Microsoft Office Suite; general skill in using and maintaining standard office/computer equipment and related hardware and software; ability to assist customers of varied technological skill and ability with basic computer usage questions.

## Education and Experience

Associates/Technical degree and moderate experience, or equivalent combination of education and experience.

## **Physical Requirements**

This work requires the occasional exertion of up to 10 pounds of force; work regularly requires speaking or hearing and using hands to finger, handle or feel, frequently requires standing and sitting and occasionally requires walking, stooping, kneeling, crouching or crawling, reaching with hands and arms, pushing or pulling, lifting and repetitive motions.

Work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, operating machines and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

## **Special Requirements**

Applicable position, department, organization and professional training will be provided and must be completed upon hire and on an ongoing basis.

Last Revised: 12/30/2016