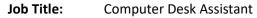
## **Job Description**



**Supervisor:** Head of Information Technology

FLSA Status: Non-Exempt Last Updated: 11/5/2021

#### JOB SUMMARY:

Under the supervision of the Head of Information Technology, provides computer support and assistance to patrons with a variety of computer needs and skill levels.

## **DUTIES AND RESPONSIBILITIES:**

- 1. Provides consistent, gracious, and friendly service to internal and external customers.
- 2. Understands the library mission, vision, and strategic plan.
- 3. Understands and enforces the library policies and procedures while safeguarding confidential and restricted information.
- 4. Provides instruction to patrons regarding the use of library equipment, software applications on Library and personal devices, Internet resources and social media, eReaders, tablets, and other related technologies.
- 5. Troubleshoots minor computer and equipment problems. Identifies and reports technical issues.
- 6. Facilitates study room use by patrons.
- 7. Replaces paper and toner in printers and copiers as needed.
- 8. Sanitizes computer equipment as needed.
- 9. Keeps work areas neat and orderly.
- 10. Understands and enforces the Library's policies and procedures.
- 11. Performs other duties as assigned.

## KNOWLEDGE, SKILLS, AND ABILITIES:

- 1. Excellent customer services skills.
- 2. Ability to establish and maintain effective working relationships with staff members and Library users.
- 3. Thorough knowledge of Microsoft Windows and web browsers.
- 4. Thorough knowledge of the Microsoft Office Suite software.
- 5. Basic knowledge of Mac OS and software preferred.
- 6. Basic knowledge of a variety of portable electronic devices, such as eReaders, tablets, and smartphones.
- 7. Ability to troubleshoot basic computer hardware and equipment problems.
- 8. Ability to work independently after training is complete.
- 9. Strong problem-solving skills.
- 10. Ability to communicate effectively orally and in writing, and to follow written and verbal directions.
- 11. Ability to remain calm and effective in difficult situations.
- 12. Ability to adapt to change.
- 13. Ability to exercise appropriate judgment and discretion.
- 14. Ability to lift 25 lbs., bend and stoop, push rolling cards, and maneuver under and around furniture to connect cables.



# QUALIFICATIONS:

- High School diploma or equivalent required.
- Customer Service or Library experience preferred.