

Job Description

Job Title: Computer Desk Assistant
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.