

## Public Technology Assistant Hourly Rate

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**FLSA: Non-Exempt**  
**Date: 9/10**

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### Job Summary:

Under the supervision of a branch assigned staff member, the public technology assistant (PTA) helps customers use computers and other machines in the library, provides support service at the Information Desk, and troubleshoots computer hardware and software. The PTA will also assist staff and customers at other branches throughout the St Mary's County library system as needed. This will be accomplished by remote software, phone, e-mail, etc. Customer assistance will include but is not limited to basic features of library computers, Microsoft Office, computer signup, directional questions and other duties as assigned. Troubleshooting computer hardware and software will include, but not be limited to, performing software updates, correcting minor network issues, and replacing computer components.

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### Essential Functions:

1. Provides computer instruction and answers questions about the catalog, Internet, email in a classroom setting and one-on-one.
  2. Troubleshoots computer hardware and software
  3. Performs routine computer maintenance.
  3. Assists customers of all ages with basic features of computer software programs such as
  4. Microsoft Office and CD-ROMs.
  5. Performs network duties; such as, troubleshoot connection issues (firewall, proxy server, etc.); add PCs to and remove PCs from network; learn components of the network; change passwords; run cable; learn how to use Active Directory.
  6. Instructs customer in using the online catalog, locating materials, placing holds and interlibrary loans.
  7. Assists customers at the self-checkout machine, copier/fax machine, printers and PC
  8. Reservation station.
  9. Keeps computers and computer work area clean of dust and trash.
  10. Answers directional questions; refers non-directional questions
  11. May photocopy for staff
  12. May run and/or produce statistical reports.
  12. Performs other related duties as assigned
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### Education and Experience:

1. High School diploma or equivalency.
  2. Ability to communicate effectively with both public and staff.
  3. Good computer and software skills, including ability to teach others.
  4. General knowledge of library services desirable.
  5. Basic knowledge of Windows operating systems, Microsoft Office and navigation of the Internet.
  6. Basic knowledge of network components and skills.
  7. Ability to follow directions.
  8. Flexibility, initiative, and the ability to work under pressure.
  9. Ability to work independently and as a member of a team.
  10. Ability to solve problems, negotiate situations and issues, make independent judgments and decisions.
  11. Familiar with Active Directory, preferred.
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### Physical and Environmental Conditions:

Work requires light physical effort in the handling of materials or boxes in non-strenuous work positions up to 30 pounds and/or continual standing or walking of 75% + of the time. Work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices or meeting rooms, e.g., use of safe work place practices with office equipment, and/or avoidance of trips and falls

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The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform.