

Public Technology Assistant Hourly Rate

**FLSA: Non-Exempt
Date: 11/05**

Job Summary: Under the supervision of a branch assigned staff member, the public technology assistant helps customers use computers and other machines in the library and provides support service at the Information Desk. Assists users in learning basic features of library computers, helps with Microsoft Office, troubleshoots and maintains computer equipment, assists with computer signup, provides answers to directional questions and performs other duties as assigned.

Essential Functions:

1. Provides computer instruction and answers questions about the catalog, Internet, email.
 2. Troubleshoots computer hardware and software.
 3. Performs routine computer maintenance.
 4. Assists customers of all ages with basic features of computer software programs such as Microsoft Office and CD-ROMs.
 5. Assists customer in using the online catalog, locating materials, placing holds and interlibrary loans.
 6. Assists customers at the self-checkout machine, copier/fax machine, printers and PC Reservation station.
 7. Keeps computers and computer work area clean of dust and trash.
 8. Answers directional questions; refers non-directional questions
 9. May photocopy for staff
 10. 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. Ability to follow directions.
 7. Flexibility, initiative, and the ability to work under pressure.
 8. Ability to work independently and as a member of a team.
 9. Ability to solve problems, negotiate situations and issues, and make independent judgments and decisions.
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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.

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 the essential functions of this job.