

INFORMATION TECHNOLOGY SERVICES CLERK

DEPARTMENT: IT Services

DATE: September 2016

REPORTS TO: Department Head, IT Services

CLASSIFICATION: Non-Exempt

PAY GRADE: 7

Objective:

Responsible for assisting and training library patrons in using public computers, printers, scanners, and other digital services offered by the library.

Essential Duties:

1. Assists patrons in using public computers, printers, scanners, and other technology equipment.
2. Assists patrons in using the Creative Studio equipment.
3. Checks technology equipment and maker kits in and out.

Other Duties:

1. Instructs patrons with varying levels of technical ability in one-on-one and group settings on the use of technologies.
2. Troubleshoots basic software and hardware problems, reporting the rest in detail to IT backend staff.
3. Pursues professional growth and career development through active participation in continuing education opportunities.
4. Implements PBIS.
5. Performs other duties as assigned.

Knowledge, Skills, and Abilities:

1. Extensive knowledge of hardware and software, including but not limited to: desktop computer, printer, scanner; laptop, tablet, smartphone and other mobile devices; Windows/OS/Android/iOS operating systems; Microsoft Office, Google Docs; Apple/Google Apps; web searching and emailing; resume creation and editing; WiFi connection and printing, etc.
2. Ability to train computer users of all ages and skill levels.

3. Ability to communicate effectively with public and staff. Maintain composure in difficult situations.
4. Ability to set priorities, make independent decisions, and exercise discretion with patrons and staff.
5. Ability to handle multiple tasks, follow through tasks to completion, and meet deadlines.
6. Physical ability and manual dexterity to operate computer keyboard, telephone, and other office equipment, read computer screens. Ability to reach/bend/lift, and move freely throughout the building.
7. Bilingualism (English/Spanish or English/Polish) preferred.

Minimum Qualifications:

Education: Some college preferred.

Experience: One year related experience required.

Evening and weekend work required.

Access to transportation required.

The Addison Public Library is committed to providing excellent service to its community. Staff members are expected to interact with patrons and staff with courtesy and respect.

Subject to change without prior notification.

Every effort has been made to ensure the accuracy and thoroughness of this job description. However, some circumstances are difficult to predict. As a result, employees may be asked to perform other related functions in support of the library mission or its needs.