

INFORMATION TECHNOLOGY SERVICES CLERK

DEPARTMENT: Information Technology Services

DATE: May 2015

REPORTS TO: Department Head, IT Services

CLASSIFICATION: Non-Exempt

Objective:

Responsible for assisting and training library patrons in using computers, other equipment and digital services.

Duties:

1. Provide training and assistance to patrons using computers and other equipment as well as online resources and software applications.
2. Instruct patrons with varying levels of technical ability in one-on-one and group settings on the use of technology.
3. Perform routine maintenance tasks on public computer workstations and printers.
4. Promote library technology services.
5. Troubleshoot software and hardware problems.
6. Maintain awareness of technology trends and current events in information technology.
7. Pursue professional growth and career development through active participation in continuing education opportunities.
8. Implement PBIS.
9. Perform 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 creative apps; web searching and emailing; resume creation and editing; WiFi connection and printing, etc.
2. Ability to perform basic troubleshooting on computers and other equipment.
3. Ability to work and communicate effectively with public and staff.

4. Ability to train computer users of all ages and skill levels.
5. Ability to set priorities, make independent decisions, and exercise discretion with patrons and staff.
6. Ability to handle multiple tasks, follow through tasks to completion, and meet deadlines.
7. Ability to maintain composure in difficult situations.
8. Physical ability and manual dexterity to operate computer keyboard, telephone, and other office equipment, read computer screens.
9. Ability to reach, bend, and lift.
10. Ability to move freely throughout the building.
11. Bilingualism (English/Spanish or English/Polish) preferred.

Minimum Qualifications:

Education: High school diploma or equivalency. Some college preferred.

Experience: One year related experience.

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.

All duties are considered essential as defined by the Americans with Disabilities Act.