

JOB TITLE	DEPARTMENT	JOB LEVEL	CLASSIFICATION
Computer Center Assistant	Digital Services	4	Part-Time Non-exempt
REPORTS TO	SUPERVISES		REVISED
Computer Center Manager	N/A		06/2025

POSITION SUMMARY

Provides one-on-one technology support to customers with various skills and comfort levels; assists technology trainers with class set-up; maintains and loans devices to library departments; and assists with the maintenance and problem-shelf process for assigned collections.

REQUIREMENTS FOR ALL EMPLOYEES

- Ability to work effectively with staff, customers, and others, respecting confidentiality when necessary.
- Respect for cultural differences and ability to work with people from a wide range of diverse backgrounds.
- Ability to communicate clearly and use various technologies to complete work.
- Ability to understand and demonstrate our Culture, Mission, Vision, and Values statements.
- Initiative and willingness to learn new tasks and responsibilities.
- Updates job knowledge by participating in educational opportunities, attending scheduled meetings, and training sessions.
- Readily and effectively adjusts to changing ideas, routines, and work activities.
- Ability to prioritize and manage time efficiently and effectively.
- Follows established safety rules and works in a safe manner.
- Delivers exceptional internal and external customer service.

ESSENTIAL FUNCTIONS

- Offers one-on-one direction and technology assistance to customers with varying skills and comfort levels.
- Assists customers with technology-related questions and refers higher-level questions to appropriate staff.
- Assists customers with library equipment.
- Answers the telephone and cascades questions to other library staff.
- Maintains the condition of the Computer Center and Computer Training Room by ensuring order, general cleaning, and organization as needed.
- Ensures room set-up, supplies, and equipment are ready for technology classes in the Computer Training Room.
- Performs opening and closing procedures as required.

- Maintains inventory, functionality and lends department devices and equipment.
- Assists with the maintenance of the problem shelf process for assigned collections.
- Supports the day-to-day activities of the department.
- Other duties as assigned.

KNOWLEDGE / SKILLS / ABILITIES

- Excellent verbal and written communication skills.
- Ability to take direction and receive feedback.
- Ability to learn a variety of library-specific computer applications and equipment.
- Ability to work independently and collaboratively as part of a team.
- Skilled in using Microsoft Office products.
- Must have technology skills and the ability to learn, adapt, and impart hardware/software knowledge to others.
- Ability to evaluate the reliability, relevance, and accuracy of sources.
- Bilingual English/Spanish preferred.

EDUCATION/EXPERIENCE QUALIFICATIONS

- High school diploma or equivalent.
- Previous experience in a customer service environment.
- Successful completion of computer skills assessment test.

TOOLS/EQUIPMENT

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|----------------------------------|---------------------------|
| • Audiovisual Equipment | • Meeting room technology |
| • Barcode Reader | • Mouse |
| • Book carts | • Paper cutter |
| • Calculator | • Printer |
| • Computer | • Scanner |
| • Copier/Fax | • SimpleScan machine |
| • iPad | • Square register |
| • Keyboard | • Telephones |
| • Laminator | • Two-way radio |
| • Language Translation Equipment | • Typewriter |
| • Library Catalog System | |

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

- Must be able to communicate, comprehend, and respond to others, both in person and in telephone conversations.
- Must be able to tolerate a loud, highly active work environment.
- Must have the ability to read computer screens, computer keyboards, barcodes, call numbers, and labels.
- Must be able to operate a computer, keyboard, laptop, calculator, and other office equipment.
- Must be able to remain in a stationary position for extended periods of time.
- Must be able to traverse distances of more than 300 feet within the building.
- Must be able to move and/or transport items weighing up to 50 pounds.

- Must be able to push a cart of items weighing up to 100 pounds.
- Must be able to work a variable schedule, which may include days, evenings, and weekends, and meet general attendance requirements.

* The scope of the job may change as necessitated by the library's operational demands.

EMPLOYEE ACKNOWLEDGEMENT

I have read and understand the essential duties, responsibilities, and essential functions of this position. I understand that this does not limit the assignment of additional duties for this position, and that the job duties and responsibilities may change as necessitated by the library's operational demands.

Employee's Signature

Date