



Position Description

<b>Job Title</b>	Technology Support Staff
<b>Department</b>	Library
<b>Employment Status</b>	Part time
<b>Exempt/Non Exempt Status</b>	Hourly

<b>Scope of Work</b>	
This position is responsible for assisting library staff with technology issues and training while maintaining confidentiality of patron activities and records. This position is part time, on call, with an expectation of working <b>up to 5 hours per week</b> .	
<b>Supervision</b>	
<b>Received</b>	Library Director, Adult Services Librarian, Youth Librarian
<b>Exercised</b>	None

**Teamwork**

- Relationships/interactions with teammates.
- Problem solving. Thinks creatively and provides ideas on how to better perform tasks and responsibilities.
- Speaks respectfully and courteously to patrons and teammates.
- Job knowledge – asks supervisor when there is a question or concern about library policy or
- Demonstrates a willingness to learn from teammates and take direction.

**Customer Service**

- Is fully present. Gives customer their full attention.
- Demonstrates a commitment to offer the best customer service.
- Is tactful, courteous, honest and diplomatic to patrons on the phone and in person.
- Promotes a positive public image to patrons and teammates.

**Essential Job Junctions:** The job functions listed herein are neither exclusive nor exhaustive, but are intended to be illustrative of the types of tasks the employee will most likely be expected to perform on a regular basis. The employee may be asked to perform different or additional tasks than the ones listed here, as the needs of the employer and/or the requirements of the position change.

**Technology Support Duties**

- Installing and configuring computer hardware, software, tablets, microfilm machine, self check systems, printers and scanners.
- Troubleshooting computer problems
- Assisting staff in understanding and using technologies available at the library
- Working with technology staff at the Outagamie Wauapca Library System to solve problems, install updates and work through technology changes

<b>Other Job Functions</b>
<ul style="list-style-type: none"> <li>• Performs related duties as assigned.</li> </ul>

<b>Requirements of Work</b>	
Training in computers and technology, or the ability to learn new technology skills, experience working with people of all ages,.	
Knowledge of	<ul style="list-style-type: none"> <li>• Business English (grammar, spelling, punctuation and tone).</li> <li>• The use of standard office equipment including computers and relevant software.</li> </ul>
Ability to	<ul style="list-style-type: none"> <li>• Communicate effectively</li> <li>• Work independently with minimal supervision.</li> <li>• Understand and follow directions.</li> <li>• Establish and maintain effective working relationships with supervisors, coworkers, and the general public.</li> </ul>
Skill in	<ul style="list-style-type: none"> <li>• Public relations.</li> <li>• Organization and time management.</li> <li>• Customer Service</li> </ul>
<b>Necessary Special Requirements</b>	
None	
<b>Physical Demands</b>	
<p><b>The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</b></p> <ul style="list-style-type: none"> <li>• Work is performed indoors; hand-eye coordination is necessary to operate computers and</li> <li>• Specific vision abilities required by this job include close vision, prolonged visual concentration</li> <li>• While performing the duties of this job, the employee is frequently required to sit, stand, walk,</li> <li>• The employee is frequently required to climb or balance; bend, stoop, kneel, crouch, or crawl.</li> <li>• The employee may be exposed to unpleasant conditions such as dim or bright lighting, dust,</li> <li>• The employee must frequently lift and/or move up to 50 pounds, and occasionally in excess of 50 lbs</li> </ul>	