

GARLAND COUNTY LIBRARY

Position Description

JOB TITLE: IT Assistant

Exempt (Y/N): No

DATE PREPARED: August 2021

DEPARTMENT: County Library

SUPERVISOR: IT Manager

SUMMARY:

Under the general supervision and direction of the IT manager, the IT Assistant maintains the library's public internet computers using strong skills with computers, troubleshooting, and customer service. The IT Assistant offers front-line technical support to library users at the public internet desk and through online services.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Facilitate use of the library's public internet computers, printers, and related services.
2. Provide basic assistance to users in the use of the library's public internet computers, printers, and copiers in tasks such as browsing the internet and using common software applications and hardware.
3. Operate and troubleshoot minor hardware and software issues with the library's public internet computers and related peripherals. Offer instruction to the public in the proper use of this equipment.
4. Assist the IT department in the maintenance of IT equipment by helping maintain hardware and software through cleaning and software updates on the library's public internet computers and related peripherals.
5. Communicate with the IT team on support and management issues relating to the library's public internet computers, printers, and their related services.
6. Inspect returned materials for damage, verify due-dates, and compute, generate, and receive overdue fines and other payments.
7. Maintain records and files in an accurate and proficient manner.
8. Explain and carry out library policies and procedures to patrons.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

This position requires a high school diploma or equivalent. Requires 6 months experience in a public service setting with public library experience preferred. Must have competencies in using and troubleshooting electronics and computer/technology based software packages.

OTHER SKILLS and ABILITIES:

The person in this position must have a working technical knowledge of various computer programs and the Internet. Must possess the ability to troubleshoot computer, tablet, or similar devices' problems and to make needed repairs or adjustments.

Should possess the ability to communicate effectively with staff and patrons of all socio-economic and educational backgrounds and of divergent IT knowledge and experience.

PHYSICAL DEMANDS:

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. While performing the duties of this job, the employee is regularly required to stand, walk, use hands to finger, handle, or feel objects, reach with hands and arms; stoop or crouch, and talk or hear.

The employee must occasionally lift and/or move up to 50 pounds and possess the ability to move/push wheeled trucks with heavy loads.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet. The work may be considered moderately stressful as the environment is often fast paced in its public service orientation.