GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position is responsible for instructing Library patrons and Library staff in software application products and internet use. Reports to the Supervising Librarian or designated representative.

ESSENTIAL JOB FUNCTIONS

Responsible for the day-to-day operations of the computer lab; develops training schedules; trains and oversees volunteers and library staff assisting with lab activities; assessing planning needs and for planning and teaching public access computer classes in the computer lab; provides electronic instruction on basic, intermediate, and advanced computer usage, software applications, learning enrichment aids, Internet access and tutorial programs to all age levels.

Assists patrons using personal computers with software features during open access hours. Troubleshoots routine problems with software and hardware; refers more complex problems with products to Library Information Technology staff; enforces lab policies and procedures; writes operational guidelines to include training and instruction manuals; and coordinates Workforce Development Share Network Access Points and assists patrons with employment searching.

Maintains patron use statistics; reports and interprets data for evaluation and recommendation of changes; writes operating procedures, training and instruction manuals; maintains inventory of user manuals and supplies.

Creates internal forms for work processes in service unit.

May represent department on City E-Gov committees.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City’s Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Computer Training – Knowledge of the principles, techniques and methods of training for all age levels to include methods for developing training outlines. Knowledge of office equipment and personal computers to include computer hardware and software, word processing, printers, and the Internet.
• **Customer Service** – Considerable knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services.

**REQUIRED SKILLS**

• **Interpersonal Relationships** – Develops and maintains cooperative and professional relationships with the public, representatives from other organizations and employees.

• **Judgment/Decision Making** – Evaluating the best method of research and then exercising appropriate judgment in establishing priorities and resolving complex matters. Considering the relative costs and benefits of potential actions to choose the most appropriate one.

• **Time Management** – Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology.

• **Computer Skills** – Utilizes a personal computer with word processing, spreadsheet, and related software to effectively complete a variety of tasks with reasonable speed and accuracy.

**REQUIRED ABILITIES**

• **Communication** – Excellent ability to communicate ideas and proposals effectively to diverse audiences to include preparing and conducting training, preparation of reports, and policies. Excellent ability to listen and understand information and ideas presented verbally and in writing.

**EDUCATION AND EXPERIENCE**

Requires a Bachelor’s Degree in Computer Science, Education, or a closely related field and 1-2 years related experience in teaching or training or an equivalent combination of education and experience.

**ADDITIONAL REQUIREMENTS**

Requires an acceptable general background check to include a local and state criminal history check and an acceptable sex offender registry check. Requires a valid driver’s license with an acceptable driving record.

**PHYSICAL REQUIREMENTS**

• Requires the ability to exert light physical effort in sedentary to light work.

• Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).

• Tasks may involve extended periods of time at keyboard or work station.

**SENSORY REQUIREMENTS**

• Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.

• Some tasks require the ability to communicate orally.

**ENVIRONMENTAL EXPOSURES**

Essential functions are regularly performed without exposure to adverse environmental conditions.