

SANDUSKY LIBRARY

POSITION DESCRIPTION

TITLE: TECHNOLOGY ASSISTANT, REFERENCE
(FLSA: Non-Exempt)

POSITION CLASSIFICATION: Clerk II REPORTS TO: Reference Services Manager

Minimum Qualifications:

- High School diploma or equivalent.
- Post-secondary education in computer training or related experience preferred.

Required Knowledge, Skills and Abilities:

- Ability to communicate effectively. Excellent interpersonal and customer service skills required with the ability to interact effectively with all age groups.
- Ability to teach computer basics and various software applications to staff and patrons.
- Ability to provide customer support with technology, software applications, web-based programs, mobile devices, and office equipment.
- Patient and adaptable to working with customers with varying degrees of knowledge and skill with computers.
- Ability to work in an environment that requires moving quickly from task to task.
- Organizational ability and proficiency in technical skills.
- Ability to work independently and with co-workers in a variety of situations with minimal supervision.
- Ability to understand Library policies, rules and regulations, and clearly and pleasantly explain those policies to patrons and co-workers.
- Willingness to learn and attend continuing education workshops.

Principal Duties and Responsibilities:

- Encourages and promotes the philosophy of service as set forth in Library policies.
- Promotes the Sandusky Library system in a positive light at all times to the community.
- Meets and handles the public with a cheerful attitude.
- Assists patrons and staff with use of Library computers, CLEVNET catalog, mobile devices, and internal office equipment.
- Assists patrons on the use of Library equipment.
- Assist staff preparing and presenting technology programs.
- Refers reference questions to appropriate staff as needed.
- Explains clearly and pleasantly Library Policies to patrons and staff.
- Assists in investigating technology problems and reports to Reference Services & Readers Manager as needed.
- Performs minor maintenance and troubleshooting on Library equipment.
- Attends library/computer continuing educational activities.
- Performs other duties as required.

For compliance with ADA: Any individual who poses a direct threat to the health and safety of himself/herself or others in the workplace will be deemed not qualified for this position.