



W I L L I A M P . F A U S T PUBLIC LIBRARY OF WESTLAND
6123 Central City Parkway • Westland, Michigan 48185-9118
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TECHNOLOGY AIDE Position Description

Reports to:	Head of Information Services
Schedule:	Part time. Flexible schedule to include days, nights and weekends.
Union Position:	Westland Library Union SEIU Local 517M (Non-Supervisory)
Salary:	Starts at \$11.00 per hour.
Benefits:	Prorated vacation leave, personal leave and paid holidays for employees working 20 or more hours per week. Employer provided contribution to retirement (401a) after meeting service requirements.

SUMMARY:

Under the direction of the immediate supervisor and/or other library staff, the Technology Aide provides assistance to patrons with using library computers and other technologies, and troubleshoots issues with printing, word processing, scanning, faxing, emailing, web browsing, wireless access, mobile devices, etc. Works with staff throughout the library on projects that enhance the library's image in the community.

DUTIES AND RESPONSIBILITIES:

1. Assists patrons with using library technology, including troubleshooting related to logging in, emailing, printing, using browsers, operating systems, wireless access, etc.
2. Trains and assists patrons with online catalog, day-to-day computer questions and learning new technology.
3. Answers general and intermediate computer and technology questions from patrons such as filling out online forms or utilizing library digital resources.
4. Monitors the library's computer reservation system and enforces computer use policy.
5. Assists library staff with technology set up (e.g. overhead projector, computers) for library events and programs.
6. Works with library patrons in scheduled one on one appointments to answer technology questions.

DUTIES AND RESPONSIBILITIES (continued...):

7. Assists with library programs and displays.
8. Performs other related work as assigned by supervisor/library staff.

EDUCATION AND EXPERIENCE:

- High school graduate or GED equivalent.
- 1-2 years of public library experience.
- Experience with library electronic resources, e.g. OverDrive, Hoopla, and other relevant software.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Ability to diagnose and resolve basic technology issues quickly, while maintaining a positive, public facing image.
2. Good knowledge of Microsoft Office applications, the Internet and common office equipment.
3. Demonstrable aptitude in explaining the use of technology resources.
4. Familiarity with popular web browsers (Microsoft Edge, Internet Explorer, Google Chrome, Mozilla Firefox, etc.), social networking sites
5. Familiarity with mobile operating systems (Android, iOS, Kindle, etc.)
6. Ability to adapt and respond to multiple priorities, interruptions and demands, and resolve problem situations in a positive manner.
7. Ability to adapt to a variety of age groups and experience levels among library computer users.
8. Strong keyboarding and data entry skills.
9. Basic knowledge of public library services and procedures.
10. Ability to work independently without close supervision.
11. Ability to understand and follow detailed written and verbal instructions.
12. Punctuality and dependability.
13. Strong attention to detail and accuracy.
14. Enthusiastic, friendly and approachable.
15. Good knowledge of smart phones, tablets and mobile technologies.
16. Patient, friendly and approachable demeanor.

PHYSICAL REQUIREMENTS:

- Sufficient physical agility to stand, walk, bend, stoop, reach, sit, lift up to 25 lbs., and push carts weighing up to 200 lbs.
- Sufficient clarity of speech and hearing which permits the employee to communicate in writing and verbally.
- Sufficient vision which permits the employee to produce and review a wide variety of materials in both electronic and hard copy form.

The physical demands described above 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.

This job description is intended to describe the general nature and level of work being performed by a person assigned to this job. The details herein are not to be construed as an exhaustive list of all job duties that may be performed by a person so classified.