



## TECHNOLOGY and FACILITIES ASSISTANT

Department: Information Technology

Reports to: Head of Technology & Facilities

Chain of Command: No

Certifications: NA

Level: 6

FLSA Status: Non-Exempt

### Position Summary

All staff work together to create opportunities for our community to become its best. As a member of the library team, I am essential in providing excellent experiences by being proactive and helpful. Being hospitable and positive, I assist in the use of library resources by putting IT procedures into action.

### Essential Functions

#### Expertise

- I provide patrons with courteous guidance and instruction as needed.
- I will make sure all library technology is functioning properly by installing hardware and software as needed, testing it appropriately, and making end users aware of changes. I attempt to perform installations with as little interference to public access and staff work as possible.
- I will troubleshoot and resolve technology related issues to the best of my abilities. I will prioritize tasks by expected urgency, and keep staff updated on my progress. I will recognize quickly when I need to seek help to adequately resolve an issue.
- I use my skills in digital media to help staff with projects such as virtual programming, performances, digital recordings, and new social media trends.
- I divide my time between library locations to be more available to staff and patrons. When I am not directly helping patrons or staff I am available to help with immediate needs of the facilities I am in to better help our patrons.
- I routinely perform system maintenance.
- I create opportunities for our community and visitors to become their best by demonstrating exceptional experiences in the library.

#### Customer Service

- I am approachable and understanding so that I can assist patrons in accessing materials through technology, both library owned and to an extent personal devices.
- I remain customer focused when offering assistance to patrons or when answering directional or general library questions.
- I communicate well when answering the phone at the service desk in order to assist patrons and staff.

- I understand technologies and attempt to keep current on new technologies in order to give quick and effortless help to our patrons.
- I help resolve issues with patrons and help assure they have good experiences in the library.
- I am an advocate for books and reading, taking the time to talk to patrons when assisting them.

#### Professionalism

- I am a vital component in an engaged and thriving community.
- I represent KHCPL by being ethical, sympathetic, and responsible.
- I communicate well, in person and by email or phone.
- I keep the library a welcoming place by knowing and reminding patrons of the Patron Code of Conduct.
- I will work with and cooperate with all staff in all departments to keep a friendly and inviting library.
- I stay informed of library news and events by regularly reading and responding to email, memos, and other library related documents.
- I remain flexible and accept new or temporary job duties as the need arises and the library evolves.

#### Nonessential Functions

- I help the library by updating web pages quickly in the absence of the Web Master.
- I frequently communicate with my supervisor and other staff to give input and ideas on how to continually make the library a better place for our community.
- I recognize that we work as a team, and help out coworker in my own department and in other departments as I am able.

#### CORE ABILITIES CRITICAL TO ALL STAFF

- I am customer focused.
- I am cooperative and a collaborator.
- I am understanding and compassionate.
- I am a self-starter and have a strong work ethic.
- I am flexible and open to change.
- I am an effective communicator.
- I am a problem solver.
- I am responsible and honest.
- I am ethical, use good judgment, and stay calm under pressure.
- I am a continuous learner.
- I am approachable.

#### Knowledge and Skills

- Heavy experience with personal computers, digital media, and related products.
- In depth understanding of Microsoft Office and all Microsoft Operating Systems.
- Personal Computer troubleshooting and repair.

### Educations/Experience and any pertinent Certifications

- Must have experience working with public or staff and their technology needs.
- Must have at least 1 year experience or certifications in Computer Technology/Computer Science/Information Technology.
- Must have a valid Indiana's driver's license, or the ability to attain one.

### Working Conditions

Unless reasonable accommodations can be made, while performing this job the staff member shall:

- Use strength to lift items needed to perform the functions of the job, usually no less than 25 lbs. and no more than 50 lbs.
- Sit, stand and walk for required periods of time
- Utilize standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal, spoken word levels.
- Communicate effectively in English, using proper grammar and vocabulary.
- Use hands, arms, and fingers to handle objects and operate tools, computer, and/or controls.
- Work in normal library working conditions; moderate exposure to office and maintenance chemicals.
- Encounter normal fluctuations in interior conditions, such as noise and temperatures.

*This job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, assignments or working conditions associated with this job.*

Kokomo-Howard County Public Library provides equal employment opportunities to all employees and applicants for employment without regard to race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, disability, gender identity, results of genetic testing, or service in the military. We encourage applications from members of underrepresented minority groups.