



Title: Library Technology Specialist

FLSA Status: (Non-Exempt)

BRIEF DESCRIPTION:

The purpose of this position is to provide library staff and patrons with technology and website support. This is accomplished by troubleshooting and providing support with various types of software and hardware in a library setting. Other duties may include completing related tasks as assigned.

ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	L	Provides software and hardware user support for all library staff and patrons. Troubleshoots software and hardware and peripherals, gaming and audio/video systems.
2	S	Creates and updates content and graphics for the City website using a variety of graphics software.
3	S	Assists patrons at the circulation desk; checks out items, issues library cards, takes payments, researches titles and authors, places book holds, and processes lost books.
4	S	Assists with scheduling, workflow and training of staff as required. Assists with complex customer service issues.



JOB REQUIREMENTS:

-Description of Minimum Job Requirements	
Experience	2-4 years experience. Considerable previous experience required in the same or similar previous positions. The job requires a sound knowledge of common and uncommon techniques, concepts, methods, practices, use of forms, routines, etc., of complex nature.
Education	Two year college program or equivalent combinations resulting in accumulation of similar knowledge or skills.
Technical Skill	Advanced technical skills. Work requires advanced skills, specialized knowledge, and extensive expertise in approaches and systems.
Physical Demands	Work requires moderate physical exertion. Forces exerted are equivalent to lifting between 10 and 25 pounds. Job requirements for manual dexterity or physical manipulation are also moderate. The need for physical stamina and endurance is of some significance. The degree of physical strain produced on the job is moderately taxing, and is fatiguing. Work could involve a considerable amount of walking, standing, a confining or tiring work position, or constant periods of sitting in one position where the freedom does not exist to walk about.
Contacts	Contacts are necessary to perform the job as work involves internal and external contacts for the purpose of providing guidance, instruction or technical advice or for the purpose of explaining business matters by interpreting organizational policy. Improper handling would cause problems in relationships. Work involves occasional contact with people who are upset, uncooperative or have difficulty communicating their requirements and/or an occasional requirement to communicate information that people do not want to hear or may find upsetting.
Responsibility	May show another employee how to perform a task or may have some lead authority over one or more people for a short period of time through the year. May train replacement and/or co-worker in own job functions.
Accountability	Decision/action situations have a limited impact on the organization. Errors are usually detected by the organization. Errors are usually detected by a systematic verification and review. Errors may result in some work flow disruption, repetition of work or have limited impact on resources within a department.
Environment	Exposure to some undesirable or unpleasant environmental characteristics. Physical environment is generally safe and there is minimal health risk. No safety equipment or unusual precautions are required.
Safety	Work involves few, if any, duties that if incorrectly performed could present a safety risk to others.
Reading	Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.
Math	Intermediate - Ability to deal with a system of real numbers; and practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Writing	Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Certifications & Other Requirements	None



OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with “L”				
Sedentary	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C Continuously <small>2/3 or more of the time.</small>	F Frequently <small>From 1/3 to 2/3 of the time.</small>	O Occasionally <small>Up to 1/3 of the time.</small>	R Rarely <small>Less than 1 hour per week.</small>	N Never <small>Never occurs.</small>
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Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	F	Observing work site, observing work duties, communicating with co-workers
Sitting	O	Desk work, meetings, driving
Walking	O	To other departments/offices, around work site
Lifting	O	Supplies, files
Carrying	O	Supplies, files
Pushing/Pulling	O	File drawers, tables and chairs
Reaching	O	For supplies, for files
Handling	F	Paperwork
Fine Dexterity	F	Computer keyboard, telephone keypad, calculator
Kneeling	R	Filing in lower drawers, retrieving items from lower shelves/ground
Crouching	O	Filing in lower drawers, retrieving items from lower shelves/ground
Crawling	R	Under equipment
Bending	O	Filing in lower drawers, retrieving items from lower shelves/ground
Twisting	F	From computer to telephone
Climbing	F	Stairs, step stools
Balancing	R	On step stools
Vision	C	Reading, computer screen, driving
Hearing	C	Communicating via telephone/radio, to co-workers/public
Talking	F	Communicating via telephone/radio, to co-workers/public
Foot Controls	N	Driving
Other (specified if applicable)		



MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Standard office equipment, laminator, cash register, laptop, flatbed scanner, barcode scanner, RFID conversion station, gaming systems, projectors, audio receiver, wired and wireless microphones, DVD Player, VCR, Microsoft Office and related software.

ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never		D Daily	W Several Times per Week	M Several Times per Month	S Seasonally	N Never
-Health and Safety Factors-						-Environmental Factors-				
Mechanical Hazards			N			Extreme temperature			N	
Chemical Hazards			N			Wetness and/or humidity			N	
Electrical Hazards			N			Respiratory hazards			N	
Fire Hazards			N			Noise and vibration			N	
Explosives			N			Physical hazards			N	
Communicable Diseases			R							
Physical Danger or Abuse			R							
Other:										

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

F Frequently From 1/3 to 2/3 of the time	O Occasionally Up to 1/3 of the time	R Rarely Less than 1 hour per week	N Never Never occurs
-Description of Non-Physical Demands-			-Frequency-
Time Pressure			F
Emergency Situation			R
Frequent Change of Tasks			O
Irregular Work Schedule/Overtime			N
Performing Multiple Tasks Simultaneously			F
Working Closely with Others as Part of a Team			F
Tedious or Exacting Work			F
Noisy/Distracting Environment			R
Other			

PRIMARY WORK LOCATION:

Office Environment		Vehicle	
Warehouse		Outdoors	
Shop		Other: See below	
Recreation/Neighborhood Center		Library	X