If you have great technology skills, enjoy working with people, and want to work in an inclusive environment, this job may be for you!

VIGO COUNTY PUBLIC LIBRARY
JOB VACANCY ANNOUNCEMENT: PART-TIME TECH TEAM TECHNICIAN
<u>OPEN TO CURRENT LIBRARY EMPLOYEES AND EXTERNAL CANDIDATES</u>

Posting Date: March 22, 2024
Application review will continue until the position has been filled.

TECH TEAM TECHNICIAN: Opening for a part-time 20 hours per week non-exempt position in the Tech Team Department of the Vigo County Public Library (VCPL).

GENERAL DESCRIPTION: The Tech Team Technician is responsible for providing a quality service experience to customers using library computers and technology resources, Haute Create, printing, copying, and faxing services, and oversees reservations for library collaborative spaces. The Tech Team Technician participates in department initiatives that develop and promote the VCPL as a source of technology information and exploration for the community and supports the goals and objectives of the Vigo County Public Library.

JOB FUNCTIONS

Core Essential Functions:
- Represent the VCPL's fundamental values of unbiased inclusiveness and respect for others.
- Establish an aware, approachable, and proactive service presence acknowledging customers with a greeting, and an offer of assistance.
- Provide a positive service experience for each customer with a focus on facilitating the most beneficial outcome possible for the customer.
- Interpret and provide guidance on library policy and procedure to library customers.
- Address customer behaviors that do not align with VCPL Rights and Responsibilities in a respectful and constructive manner providing appropriate redirection and employing de-escalation tactics.
- Maintain confidentiality and privacy of library customer information and transactions.

Essential Functions Performed Daily:
- Provide technology assistance to customers including use of public computers, Haute Create, various storage devices such as smartphones, USB, and external hard drives, printers, copiers, scanners, and fax services.
- Provide individualized instruction to customers in the use of personal technology, internet navigation, email account sign up, the library's website, online catalog, and information resources, Microsoft Office products, and various software applications.
- Assist customers with the use of and monitor public computers in the lab and collaborative spaces, including applying designated time limits in conjunction with demand and reservation guidelines.
- Perform basic troubleshooting for public computers, copiers, fax machines, print stations, Haute Create equipment, and print and pc reservation management hardware and software, report unresolved issues to IT or appropriate department.
- Perform basic equipment maintenance in the computer and technology resources area including changing cartridges, restocking paper, cleaning computer mice and keyboards, and various other equipment maintenance tasks.
- Provide customers with general library and resource information and refer in-depth reference inquiries to Adult Services staff.

- Perform setup/functionality testing/tear-down for computer, AV, telecommunications, and related equipment for meeting rooms and collaborative spaces according to schedule or request.
- Develop familiarity of all technology offered in Haute Create to routinely assist customers in the proper and safe use of equipment.
- Provide technology assistance for customers utilizing collaborative spaces.
- Maintain familiarity and ensure compliance with library policies/procedures regarding the use of computers and collaborative spaces.

Essential Functions Performed Periodically:
- May be asked to test new or upgraded software.
- Maintain awareness of technology trends and working knowledge of software applications available to customers on public computers; troubleshoot software programs.
- Help with planning and execution of Tech Team on-site and community programs.
- Participate in department initiatives to develop and promote the VCPL as a source of technology information and exploration.
- Assist with providing technical support services to staff in the use of computer, peripheral, printing, and telecommunication equipment and software.
- Run and schedule AV responsibilities based on room reservation reports.
- Participate in relevant training opportunities to stay abreast of trends and issues with computers, software, and other electronic devices.
- Attend department and Staff Association meetings to stay up to date on department projects and the needs of other departments.
- Perform other duties as assigned and assist with special projects when appropriate.

Additional Functions Performed Periodically:
- May be asked to assist with staffing public service desks in other departments.

PHYSICAL AND COGNITIVE REQUIREMENTS:
- Ability to:
  - read, write, and understand written and verbal instructions.
  - effectively communicate with the public and staff.
  - display tact and patience.
  - move throughout the library to assist customers with computer needs and cover public service desks.
  - file alphabetic and numerical systems.
  - sit or stand for long periods of time.
  - push carts from 25-75 pounds.
  - reach heights up to six feet utilizing step stool or step ladder and bend to floor levels.
  - lift items ranging from 10-25 pounds.
  - reach equipment below desk level.
- High degree of mental acuity with highly developed skill for paying attention to detail.
- Well-developed communication skills; proficient in communicating effectively with customers and co-workers orally and through written communication.
- Adept at consistently using tact and patience in interactions with others.
- Well-developed organizational skills and adept at prioritizing and managing workflow.
- Manual dexterity with ability to utilize computer keyboard, monitor, and mouse.

WORK SCHEDULE: 20 hours per week work schedule includes Monday and Wednesday 2:15PM-8:15PM, Alternating Fri 9:15AM-6:15PM / Saturday 8:30AM-5:00PM. Schedule flexibility is required including evening and weekend work to meet department needs and to assist with special programs and events.

QUALIFICATIONS:

- ○ High School diploma or equivalent.
- ○ College or post-secondary training in the use of computer hardware and software is desirable.
- ○ Computer skills with experience using Windows and Microsoft applications, and high comfort level for learning and using various software programs and platforms required; computer keyboard skills required.
- ○ Must be able to provide one on one customer instruction regarding the use of computers, Internet searches, computer software & equipment.
- ○ Interest in and enthusiasm for working with the public required with prior experience in a library or similar environment desired.
- ○ Social Skills:
  - ▪ Well-developed interpersonal and customer service skills with ability to effectively work with a wide range of people in a diverse community required.
  - ▪ Ability to work well with others in a team environment and display tact, patience, and the use of sound judgment required.
  - ▪ Ability to project friendliness, enthusiasm, and a positive attitude required.
  - ▪ Ability to consistently apply communication and interpersonal skills to achieve constructive and beneficial interactions with co-workers and customers required.
  - ▪ Ability to constructively address customer behavior that doesn't align with the VCPL Rights and Responsibilities.
- ○ Ability to work independently and maintain efficient workflow required.
- ○ Ability to maintain confidential information required.
- ○ Ability to file alphabetically and numerically and perform general clerical duties with attention to detail required.
- ○ Excellent oral, written, and telephone communication skills required.
- ○ Ability to effectively adapt to changes in workflow and departmental and library wide initiatives and priorities.
- ○ Ability to work a varying and flexible work schedule that includes evening and weekend hours.

WAGE: Job Class 7, part-time non-exempt position starting rate of pay is **$14.29 per hour**.

BENEFITS: Optional participation in Guardian Vision Insurance and/or Guardian Dental insurance. *Through December 31, 2024, employees participating in employee only coverage contribute $8.00 per month for Vision plan and $5.68 for Dental plan.* Part-time employees are eligible for 12 paid holidays per calendar year and accrue paid vacation and sick leave based on hours worked or paid leave taken. Tuition reimbursement is available to employees in accordance with the VCPL Staff Development policy.

APPLICATION

Preferred methods of application: 1) Visit www.vigolibrary.org/about-2/careers to download the VCPL employment application form. Email the completed form along with cover letter and resume to application@vigolibrary.org ; or 2) submit application materials online at www.indeed.com.

Application review will continue until the position is filled. Applicants whose qualifications best match the requirements of the position will be contacted for an interview.

∗ **Current library employees who wish to be considered must complete the VCPL Application for Employment form and submit it with application materials to Human Resources. Application review will continue until the position is filled.**

Vigo County Public Library is an E-Verify Employer.

Human Resources, Vigo County Public Library