

Tinley Park Public Library

Position Description: Computer Assistant

Status: Part-Time Non-exempt

Grade: 6

DEFINITION: A position responsible for assisting patrons with the library's public computers. Supervised by the Adult Services Assistant Manager. This position does not have any supervisory responsibilities.

DUTIES AND RESPONSIBILITIES:

- Provides consistent, gracious, and friendly service to Library patrons and fellow staff
 - Understands and complies with the Library's policies and procedures while safeguarding confidentiality and restricted information
 - Exhibits a willingness to go above and beyond the call of duty to meet patrons' requests and to promote a positive image of the Library throughout the community
 - Actively pursues opportunities to increase knowledge of related current technology and library trends
- Assists patrons with basic computer operations in a Windows environment, such as saving and printing files, cut, copy, and paste
 - Assists patrons in using Microsoft Office Suite, the Web, and email accounts
 - Assists patrons with photo and video editing software
 - Sets up audiovisual equipment for library events, which may include video data projector, microphones, laptops, and Blu-ray player
 - Actively communicates problems with hardware and software to Assistant Administrator, appropriate staff, and contracted IT ticket system
 - Communicates with technology vendors as needed to assist troubleshooting
 - Troubleshoots library computers, printers, and network connectivity
 - Assists patrons with their personal technology regarding connectivity, printing, and library software and services
 - Refills toner and paper in the public printers
 - Ensures the start and shut down of the public computers, photocopiers, and other peripheral hardware

NECESSARY KNOWLEDGE, SKILLS, AND ABILITIES:

- Understanding the day-to-day functioning of public computer workstations

- Command of latest Microsoft and Mac operating systems, e-readers, various mobile platforms and devices, and familiarity with latest trends in consumer technology
- Ability to work well with the public and staff
- Ability to work as a member of a team and to recognize the need for referral
- Ability to lift, bend, and stoop
- Ability to read, write, and speak English

QUALIFICATIONS:

- High school graduate with at least one year work experience
- Formal class work in computer-related subjects
- Working knowledge of and experience with Windows 10 and above
- Hands-on computer experience
- Willingness to work evenings and weekends
- Access to transportation

Approved	8/02
Revised	8/06, 4/08, 9/12, 5/13, 4/18, 4/19, 5/2021, 9/23