HUMAN RESOURCES DEPARTMENT

ANNOUNCEMENT OF VACANCY

May 11, 2023

POSITION: Technical Training Associate

AGENCY: Various Locations

SALARY: $40,981.00 - $47,054.00

For a complete description of Detroit Public Library, log on to www.detroitpubliclibrary.org.

APPLICATION INSTRUCTIONS – INTERNAL & EXTERNAL APPLICANTS

- *Submit completed resume with cover letter to tsimon@detroitpubliclibrary.org*

APPLICATIONS MUST BE SUBMITTED TO THE HUMAN RESOURCES OFFICE BY 4:00 p.m., May 25, 2023.

No person shall be subject to discrimination in employment, in any program or activity of the Detroit Public Library.

See below for job specification for essential functions and qualifications.

DETROIT
PUBLIC
LIBRARY

LIBRARY – Technical Training Associate

Job Family:	**Public Services Group**	FLSA Status:	**Non-Exempt**
Revised Date:	**March 2022**	Bargaining Unit:	**AFSCME 1259**

GENERAL PURPOSE: Under general supervision, provides customer service, assistance and support in the use of library technologies; assists in the resolution of minor computer and software issues; provides training assistance to staff and customers in technology use; assists in the planning and facilitation of classes and programs related to library technology; and serves as the first line of service between the branch departments and the IS department.

SUPERVISON RECEIVED/EXCERCISED: Works under the general supervision of assigned Library – Agency Head; and does not exercise supervisory responsibility.

DISTINGUISHING CHARACTERISTICS: This job class is an individual contributor and is not distinguished from other classes in a job series.

PRIMARY DUTIES AND RESPONSIBILITIES:
*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

PRIMARY DUTIES AND RESPONSIBILITIES:
- Teaches pre-defined computer classes and/or develops and creates new classes on topics relevant to customer needs and expectations; surveys the computer class to gain suggestions for future courses; researches topics and simplifies them for better understanding and easier teaching; formats and develops information into concise handout form; maintains logs and records of class; compiles and maintains statistics and data of computer classes; performs tutoring lessons and provides instruction on how to read and understand the material being presented; prepares and plans for tutoring sessions; prints and organizes lesson materials; reviews lessons; checks assignments; and grades papers.

- Troubleshoots with computers, peripherals, servers, and other technology equipment; ensures equipment is in proper working order; creates and tracks work orders and their completion; creates labels and signs as requested.

- Monitors teen center and its activities in order to ensure that the environment is safe and inviting to others; interacts with teens and assists them with technology, reference, and circulation questions; plans classes, events and programs for teens; researches and orders collections for the teen center; and facilitates events and programs.

- Restarts operating systems if computers go down.

- Performs circulation desk duties as needed; such as checking out materials; registers customers for new library cards; transfers phone calls and takes messages; accepts money and makes change; searches for lost books; assists with copy machines; uses Sirsi system to update customer accounts; and responds to questions.

- Performs other duties as assigned or required.

JOB DESCRIPTION
Library – Technical Training Associate
Depending on area of assignment:

- Greets and directs customers; assigns customer to a computer and monitors time usage; explains computer use policy and Internet wait time; and assists with the print procure, which includes the purchase and refilling of print cards and releasing documents at the print station.

- Assists customers on computers with minor computer issues such as printing, e-mail, and Internet issues or questions; conducts one-on-one sessions with customers assisting them with creating e-mail accounts and other, basic functions of the computer; assists customers with the use of printers, print card machine and other peripheral equipment; handles petty cash when selling headphones; operates and monitors PQAdmin system that monitors customer computer time usage.

- Configures preferences under the administration station to modify, create, and distribute guest accounts; configures customer profiles, ensuring customers know and understand how to use technology equipment.

- Submits work orders to communicate to Information Systems, facilities, and other department concerning various malfunctions or repairs needed.

MINIMUM QUALIFICATIONS:

Education and Experience:
Associates Degree in Computer Science, Information Technology, or related field, and three years of work experience providing technology related customer service, support, and assistance to a diverse customer base; OR an equivalent combination of education and experience.

Required Licenses or Certifications:
- Must possess a valid State of Michigan Driver's License.

Required Knowledge of:
- Customer service skills, customer service standards and procedures.
- Client and server based Integrated Library System.
- Knowledge in troubleshooting technology-related equipment.
- Computer systems, databases, and software.

Required Skill in:
- Interacting with a diverse background.
- Troubleshooting technology-related equipment problems.
- Working with Internet based e-mail.
- Keeping accurate records.
- Problem solving and decision-making.
- Facilitates scheduled events as needed.
- Good time management skills.
- Responding to inquiries and in effective oral and written communication.
- Establishing and maintaining effective working relationships with Library staff, and the general public.

Physical Demands / Work Environment:
- Work is performed in a standard library environment.
- Subject to sitting, standing, walking, reaching, and lifting of objects up to 25 pounds.
- Must be able to work a flexible schedule including Sundays.