Computer Lab Assistant Job Description

The Computer Lab Assistant provides customer service and technology assistance in the Library computer labs. Maintains and operates computer hardware and software. Enforces the Library’s policies and guidelines related to public access, in a professional and respectful way. Collaborates with other staff as needed and assists in creating a positive environment.

RESPECTIBILITIES

- Explains, demonstrates, and assists customers with use of Library equipment and software applications. Facilitates smoother user transition to technology, especially for those who are less familiar with technology tools.
- Assists library users with wireless access on personal computers and electronic devices.
- Maintains current knowledge of hardware and software and provides assistance with the use of the latest technology.
- Understands and enforces the Library’s policies and guidelines related to public access, in a professional and respectful way.
- Effectively communicates and assists in handling incidents.
- Troubleshoots minor computer problems for library users and staff. Assists Help Desk with hardware and software configuration and troubleshooting.
- May be asked to assist with computer set up and troubleshooting for programs, classes, webinars, and public room reservations.
- Prepares and performs preventive maintenance for public and staff computers and laptops.
- Maintains operation and procedure records as required.
- Performs computer lab desk opening and closing procedures as required.
- Uses personal computer, current software and other common office equipment.
- Performs other related duties and special projects as assigned.
KNOWLEDGE/SKILLS/ABILITIES

- Uses multiple tools to answer questions, uses common office equipment & relevant computer software for daily tasks, communication and to maintain workflow. Familiar with hardware (Windows 7, 8, and 10, MAC OS X Yosemite), software (Microsoft Office suites, Apple products, iWork, iLife, Adobe Creative Suite programs including Photoshop), mobile devices and apps (including iOS and Android), cloud storage (including Google Drive, Dropbox, Skydrive), and video conferencing equipment and performs troubleshooting as needed. Keeps current in relevant technology.
- Demonstrates strong verbal and written communication.
- Exhibits excellent problem solving skills.
- Demonstrates exceptional customer service. Remains calm in stressful conditions.
- Demonstrates strong interpersonal skills and the ability to work with a wide range of individuals from different cultures, backgrounds, and diverse perspectives.
- Demonstrates strong organizational skills, time management skills, and attention to detail.
- Responsive to change and demonstrates adaptability.
- Accountable for consistent completion and follow-up on tasks and projects.
- Ability to work independently and collaboratively on projects and programs with staff members.
- Exhibits sound and accurate judgment.
- Maintains a positive approach while doing daily tasks and when faced with adversity.

EDUCATION/EXPERIENCE/QUALIFICATIONS

- 2-year college degree required.
- Minimum of 1 year relevant experience.
- Bilingual is a plus.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

- Must concentrate mental and visual attention closely on work to ensure accurate recordkeeping, coordinating manual dexterity with mental and visual attention for sustained periods. Ability to walk, talk, hear; reach, bend, stand; use hands to control objects or tools; occasional moving or lifting, up to 25 lbs.
- Hours for position normally operate within general business hours, however, schedule may include occasional evenings, weekends, or work at another facility.
- Must have reliable means of transportation to attend meetings, conferences, and perform work at other locations.

ACKNOWLEDGEMENT

I have read and understand the essential duties, responsibilities, and functions of this position. I understand that this does not limit the assignment of additional duties for this position, and that the job duties and responsibilities may change as necessitated by the library’s operational demands.

__________________________________________________________
Employee’s Signature

__________________________________________________________
Date

Effective 1/02; Revised 12/06, 7/08, 12/11, 7/13, 4/14, 8/15, 2/21