COMPUTER LAB ASSISTANT

I. Summary:
Understands and follows the mission and values of NPL. Provides customer service and technology assistance in the Library computer labs. Performs duties to manage the operation of the computer lab and assists users with problem resolution. Maintains and operates computer hardware and software. Enforces the Library’s Policy #255 - Public Access Computers in a professional and respectful way. Assists Help Desk with hardware and software configuration and troubleshooting. Facilitates smoother user transition to technology, especially for those who are less familiar with technology tools. Collaborates with other staff as needed and assists in creating a positive environment.

Under general direction:

1. Explains, demonstrates and assists library users with use of Library equipment and software applications.

2. Assists library users with wireless access on personal computers and electronic devices.

3. Maintains current knowledge of hardware and software, and provides assistance to users with the use of the latest technology.

4. Understands and enforces the Public Access Computers, Library Policy#255 in a professional and respectful manner.

5. Effectively communicates and assists PIC and monitors and outside agency representatives in handling incidents as necessary.

6. Troubleshoots minor computer problems for library users and staff. Assists Help Desk by often identifying and reporting issues to them.

7. Performs computer set up and troubleshooting for programs, classes, webinars, or public room reservation.

8. Prepares and performs preventive maintenance for public and staff computers and laptops.

9. Maintains operation and procedure records as required.

10. Performs computer lab desk opening and closing procedures as required.

11. Uses personal computer, current software and other common office equipment.

Performs other related duties and special projects as assigned.

II. Responsibilities:
Provides quality customer service and performs assigned departmental duties. Collaborates on programs/projects with NPL staff and assists with monitoring and
addressing unacceptable conduct to ensure a positive, safe and welcoming environment for our users and staff.

III. Competencies:
To perform the essential functions of this position successfully, an individual needs to demonstrate the following competencies:

1. Technical Skills – 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.

2. Oral and Written Communication – Demonstrates strong verbal communication in responding to library user and staff questions. Uses clear written communication to share important information with coworkers in a timely manner. Establishes rapport with users and staff.

3. Critical Thinking – Uses problem solving skills to assist in determining priorities, finding timely solutions to departmental or system-wide issues and providing quality customer service.

4. Customer Service – Provides quality assistance to staff by seeking to understand their needs and providing relevant support. Remains calm even in stressful conditions.

5. Collaboration – Successfully collaborates on projects and programs with staff members.

6. Accountability – Takes responsibility for consistent completion and follow-up on departmental jobs and providing excellent customer service.

7. Flexibility – Responsive to change and demonstrates adaptability. Ability to work evenings and weekends or work at another facility, as needed.

8. Positive Approach – Maintains a positive approach while doing daily tasks and when faced with adversity. Encourages and recognizes the contribution of others.

9. Global Thinking – Looks for ways to provide quality support to promote Library services.
UNIT II
09519/NE-34
NON-EXEMPT

COMPUTER LAB ASSISTANT

FACTORS

KNOWLEDGE
Thorough knowledge of a specialized or technical field, such as basic information technology. Broad specialized training equivalent to 2 years of college.

EXPERIENCE
Minimum of 1 year relevant experience.

COMPLEXITY OF DUTIES
Diversified duties. Performs duties to monitor the operation of the computer lab and assist end users with problem resolution. Maintain, operate and configure computer hardware and software. Exercise judgment to enforce use of public computers within the limits of standard or accepted practice.

SUPERVISION RECEIVED
Under direction and with definite objectives, plan and arrange own work, referring only unusual cases to supervisor.

ERRORS
Probable errors may be serious, where most of the work is not subject to direct verification or check. Loss is usually a one time occurrence with limited lasting impact.

CONTACTS WITH OTHERS
Regular outside contact with library users and inside contacts dealing with staff, requiring tact and discretion, but the primary responsibility for results rests with management.

CONFIDENTIAL DATA
Work with confidential data such as library users records and network security information which if disclosed, might have an adverse internal effect.

MENTAL ATTENTION OR VISUAL DEMAND
Must concentrate mental and visual attention closely on work to perform computer help desk duties, coordinating manual dexterity with mental and visual attention for sustained periods. Position requires occasional moving or lifting of lightweight (over 5 lbs. and up to 25 lbs.) material.

WORKING CONDITIONS
Typical library environment; reliable means of transportation to perform work in other locations (driver’s license).

TOTAL POINTS: 250
GRADE: 6

Implemented: 1/02; Revised 12/06, 7/08, 12/11, 7/13, 4/14, 8/15