



JOB TITLE		DEPARTMENT	JOB LEVEL
Digital Services Clerk		Digital Services	4
CLASSIFICATION	REPORTS TO	SUPERVISES	
Part-time Non-exempt	Director of Information & Digital Services and Digital Services Supervisor	n/a	

POSITION SUMMARY

Under the direction of the Digital Services Supervisor and Director of Information & Digital Services, this position is responsible for providing technology-related support and services to staff and customers within the Computer Center and assisting during technology classes and demonstrations.

ESSENTIAL RESPONSIBILITIES

- Answers technology-related questions on hardware, software, devices, and applications.
- Provides one-on-one support to staff and customers needing additional technology assistance on hardware, software, devices, and applications.
- Uses MyPC, Desk Tracker, Sierra, and other software applications to assist customers and track interactions and metrics.
- Maintains a friendly, positive, and cooperative attitude when assisting library staff and customers.
- Maintains an inviting environment by keeping equipment and materials clean and orderly.
- Follows library and departmental policies and procedures.
- Oversees use of the Computer Training Room during non-class times.
- Sets up equipment and prepares materials for technology classes and programs.
- Assist with technology classes.
- Maintains inventory and functionality of department devices and equipment.
- Works to build and maintain a strong knowledge base of technology skills to assist customers.
- Attends department meetings, webinars, trainings, and other functions, as required.
- Performs other library-related duties and special projects, as assigned.

KNOWLEDGE / SKILLS / ABILITIES

- Excellent interpersonal skills including the use of tact, sensitivity, and patience to work with customers and staff of diverse backgrounds.
- Professional appearance, positive attitude, and pleasant demeanor
- Ability to think logically and problem-solve to resolve customer or staff questions.
- Clear and effective oral and written communication skills for explaining technology in non-technical terms to the staff and public.
- Understands and practices ALA's Code of Ethics.

- Strong aptitude for exploring new and emerging technologies.
- Adept with Internet browsers, Microsoft Office Suite, Outlook email, desktop and mobile device operating systems, cloud computing applications, social media, and mobile apps.
- Adept with the use of common office equipment such as printers, scanners, and copiers.
- Ability to prioritize work tasks and manage time effectively.
- Ability to effectively resolve complaints and deal with challenging customers.
- Ability to exercise sound judgment in interpreting established policies and procedures when dealing with customers.
- Ability to function effectively independently, as well as part of a team.
- Ability to work a flexible schedule and adapt to changing job requirements.

EDUCATION/EXPERIENCE QUALIFICATIONS

- High school diploma or equivalent.
- One to two years customer service experience.
- One to two years with hands-on experience using desktop/laptop computers, mobile devices, software, and apps.

TOOLS/EQUIPMENT

Use of the following equipment: computer and all related equipment, laptop, tablets, smartphones, copy machine, barcode reader, Square cash register, printers, scanners, fax machine, telephone system, LCD projector and other general office equipment in the completion of the tasks of the position.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

- Must be able to hear, comprehend and respond to others, both in person and in telephone conversations.
- Must have visual ability to see computer screen and computer keyboards.
- Must be able to manipulate computer and keyboards, laptops, calculator.
- Must be able to type with great accuracy and attention to detail.
- Must be able to perform repetitive hand motions for extended periods of time.
- Must be able to lift and carry items weighing up to 40 pounds.
- Must be able to sit or stand for extended periods of time during work period.
- Must be able to walk distances of more than 100 feet within the building.
- Must be able to bend and stoop to reach equipment.
- Must be able to work a variable schedule, which may include day, evening, and weekend hours and meet general attendance requirements.

* The scope of the job may change as necessitated by the library's operational demands.