



JOB DESCRIPTION

Position Title: Tech Center Coordinator
Department: Technology and Instruction Services
Grade: 8
FLSA Status: Non-Exempt
Supervisor: Technology and Instruction Services Department Head

REQUIREMENTS FOR ALL EMPLOYEES

- Ability to be a team player.
- Ability to work pleasantly and effectively with staff, patrons, supervisor and others.
- Ability to work in a changing and varied environment, and with frequent interruptions.
- Ability to communicate clearly.
- Ability to use various technologies to complete work.
- Ability to follow library policies and procedures
- Ability to work independently and productively.
- Performs all work in a safe and courteous manner, including during emergencies.
- Ability to be mentally alert and have good attention to detail.
- Ability to understand, practice and demonstrate the Wheaton Public Library's Mission Statement and Diversity, Equity and Inclusion Message.

POSITION SUMMARY

Greets and assists library patrons with the use of the library's public technology. Assists with the supervision of the Tech Center and works closely with the Technology and Instruction Services Department Head to maintain the operations of all public technology.

DUTIES FOR THIS POSITION

- Assists in overseeing public use of computer equipment in the Tech Center.
- Assists users and staff with public computer equipment and software, the Internet and various databases.
- Provides training and classes to library users in various computer software applications and related topics as needed.
- Trains library staff in the use of new equipment and software as needed.
- Performs basic troubleshooting as needed.

- May assist with installation of new equipment and software under the direction of the Technology and Instruction Services Department Head and IT/ Facilities Manager.
- Be knowledgeable about library policies and procedures concerning the public technology.
- Ensures library policies and procedures for Library are followed.
- Reads relevant publications and attends training workshops.
- Assists in for training opportunities for Tech Center staff.
- Assists throughout the library when necessary as deemed by Technology and Instruction Services Department Head
- Responsible for all maintenance and operation of circulating technology collections.
- Works with Technology and Instruction Services Department Head with technology collection development.
- Understands maintenance and operation of Tech4Here collection, and assists patrons and staff with use of all items
- In collaboration with programming staff, uses video editing software to publish hybrid programs. Trains and delegates this task to other staff when necessary
- Assists in management of 3D printing operations.
- Performs other duties as assigned.
- This position may require working during any of the hours that the Library is open, including evenings and weekends. May occasionally need to work during hours the Library is not open to the public as well. Although a weekly schedule is established, the needs of the Library may require schedule changes and flexibility.

PHYSICAL/MENTAL REQUIREMENTS

- Sitting, walking, standing, stooping, bending, lifting up to 25 lbs., and pushing carts weighing up to 100 lbs.
- Crouching, kneeling, climbing onto or sitting on low stools to retrieve materials from high or low shelves.
- Looking at a computer screen and retrieving and processing information for long periods of time.
- Requires repetitive hand and shoulder movement.
- Good vision and hearing.

EDUCATION/EXPERIENCE REQUIRED

Associate's Degree in Computer Science or related field with one-year experience.

Have knowledge and proficiency with Microsoft Office, Windows OS and the Internet.

Be familiar and competent with all mobile devices.

Be current in computer operations, maintenance and basic troubleshooting.

Be comfortable developing and leading group instruction classes for public and staff.

Essential functions of this position must be performed with or without a reasonable accommodation. Requests for reasonable accommodation will be considered on a case-by-case basis.

2024