

## JOB DESCRIPTION

**JOB TITLE:** Technology Associate

**DEPARTMENT:** Technical Services

**REPORTS TO:** Systems Administrator

**SUPERVISES:** None

**FLSA STATUS:** Non-exempt

**PAY GRADE:** 6

## JOB SUMMARY

The Technology Associate provides technical support to Library staff, members and guests and assists in the maintenance and use of Library technology including computers, peripherals, printers, mobile devices and audiovisual systems. The Technology Associate maintains internal records and creates documentation for end-users.

## ESSENTIAL FUNCTIONS OF THE JOB

This job description should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this position. The employee may be requested to perform job-related responsibilities and tasks other than those stated in this job description. The employee is expected to possess the knowledge, skills and abilities needed to carry out these essential functions.

1. Troubleshoot and resolve issues with hardware, software and networks.
2. Communicate with vendors and consultants.
3. Provide courteous and professional user support and customer service to Library staff, members and guests.
4. Clean, repair and install technology-related equipment and software.
5. Maintain inventory of technology related equipment and supplies.
6. Compile statistics and prepare monthly reports.
7. Create end-user documentation.
8. Attend meetings and training courses as needed.
9. Serve as meeting room host by managing room set-ups and audiovisual systems for outside organizations.

## EDUCATION AND EXPERIENCE REQUIRED

1. Associate Degree in Computer Science or equivalent combination of education and experience that includes:
  - a. working in a customer facing technical support role in a Microsoft environment and
  - b. configuring and troubleshooting computer hardware, printers, peripherals and mobile devices.

## OTHER QUALIFICATIONS DESIRED

1. Ability to perform complicated administrative and technical projects with minimal guidance.
2. Experience working in a public library or non-profit environment.
3. Knowledge of computer security best practices.
4. A+ certification, Network+ certification or equivalent experience.
5. Fluency in spoken and written Spanish.

## GENERAL PERFORMANCE REQUIREMENTS

In order to perform these duties effectively and in a manner consistent with the Library's commitment to high quality public service, the Technology Associate must possess, and is expected to consistently exhibit, the following qualities and capabilities. Specific examples of behaviors for each competency are available upon request.

- **Teamwork**  
Builds good working relationships with staff members across the Library. Shows respect for others and values their contributions. Cooperates with others and works as part of a team to make valuable contributions toward achieving Library goals.
- **Communication**  
Communicates clearly, effectively and concisely in both written and verbal forms. Actively listens to others' ideas and perspectives. Communicates with tact and diplomacy, and remains sensitive to the diverse communication styles of others. Presents a positive demeanor through tone and phrasing of messages.
- **Customer Service/Interaction with Others**  
Offers friendly, thorough and timely service to a diverse group of internal and external customers, including but not limited to library members, guests and fellow staff. Takes time to fully explore customers' needs and tailors a response for each situation. Shares information openly to increase others' knowledge and ultimately improve the customers' experience.
- **Job Knowledge & Application**  
Applies knowledge to accomplish the primary responsibilities of the position and achieve results within established procedures, policies and timeframes. Maintains quality and performance standards in all situations, and accepts responsibility and accountability for all tasks performed. Utilizes resources (time, equipment, budget, etc.) to maximize efficiency and productivity.
- **Flexibility/Adaptability**  
Modifies behaviors and work methods in response to new information, changing conditions or unexpected obstacles. Responds to and handles unexpected and/or difficult situations calmly and appropriately. Accepts, adapts to and encourages change as necessary.

- **Image/Integrity**  
Ensures all interactions are conducted with genuine honesty, dignity, and openness. Demonstrates behaviors that reflect positively on the Library and uphold the Library values and image. Exhibits energy and enthusiasm for the job and the organization.
- **Problem Solving & Decision Making**  
Recognizes and fully identifies problems. Gathers and analyzes data, evaluates a variety of options and determines the best course of action. When appropriate, obtains necessary approvals, implements and then ensures effectiveness of decisions.
- **Innovation**  
Generates new ideas and solutions. Challenges the status quo. Actively pursues new or improved ways of accomplishing tasks or supporting Library objectives. Stays abreast of trends, remains open to new ideas and focuses on continuous improvement.
- **Planning and Organizing**  
Understands needs, establishes priorities and appropriately utilizes resources (time, technology, budgets) to proactively develop work plans. Monitors and adjusts ongoing plans to implement projects correctly and ensures they are completed in an effective and efficient manner.
- **Self Development**  
Pursues additional knowledge and skills to enhance personal growth and contribute to the success of the organization. Seeks opportunities for learning new areas and participates in new projects to keep skills current and broaden knowledge.

## PHYSICAL DEMANDS / WORK ENVIRONMENT

These physical demands are needed to perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

At least 75% of the employee's regular duties involve the use of a computer (keyboard, mouse). Specific vision abilities required by the job include close vision and the ability to adjust focus. The employee will be required to walk, push, move, bend, stand, sit, squat, reach and stretch. Physical agility is required to work in cramped spaces. Must possess manual dexterity required for quick, neat and accurate installation of computers, peripherals and related equipment. The employee must be able to lift 25 pounds.

The employee must maintain effective auditory and visual discrimination and perceptions needed for making observations, communicating with others, reading, writing and operating assigned equipment.

Work is performed in a public facility that includes offices, public areas, common workspaces and on-site storage. Noise levels vary. Occasionally, the employee may be required to work at a location other than the Library, including outdoors.