SOUTHEAST KANSAS LIBRARY SYSTEM JOB DESCRIPTION

Title: **Technology Assistant I**

Reports to: Technology Coordinator
FLSA Status: Exempt Salaried
Expected Hiring Range: $40,000 - $45,000 depending on qualifications and experience
Benefits: Paid coverage Blue Cross/Blue Shield and Dental; Kansas Public Employee
Retirement System (KPERS); and Optional KPERS 457 Deferred Compensation Plan.
Southeast Kansas Library System (SEKLS) provided work vehicle.

Essential Functions

1. Provide primary technical services, support, and training to SEKLS member libraries and SEKLS staff in person, virtually, and over the phone.
2. In coordination with Technology Coordinator and SEKLS staff, develops and provides technology training for member libraries, as appropriate.
3. Maintains SEKLS staff and presenter computers, printers, and peripherals.
4. Documents member library technology staging and installations
5. Provide technology consultation and coaching for SEKLS member libraries.
6. Help maintain tech support tracking system.
7. Research and share knowledge of and interest in new and emerging technology applications, services, devices, and trends in libraries.
8. Monitor and update servers as required.
9. Provides support for software and applications used to provide library services.
10. Assist with SEKnFind as assigned.
11. Perform other duties, as assigned.

Qualifications

1. Bachelor's degree in a library or technology related field.
2. At least three years of relevant technology experience.
3. A valid personal driver's license and ability to safely operate a vehicle is required.

Required Knowledge, Skills, and Abilities

- Ability to maintain, troubleshoot, and problem-solve technology hardware and software issues.
- Ability to plan, present, train, teach, and facilitate technology topics to users with varied levels of technology skill/knowledge; utilize and train member libraries individually and in groups in the use of software applications.

- Ability to establish positive, effective, friendly, and professional relationships with co-workers and member library staff.
- Familiarity with libraries, including their organization, governance, funding, and administration.
- Knowledge of and interest in a broad range of technology applications in libraries, and of general library service and development trends.
- Knowledge of or the ability to learn to use applications/programs such as *Google Suite, Microsoft Windows, Chrome OS, Deepfreeze, Zoom, WordPress, Omeka, GIMP, Jing,* and *Libki* patron management software*,*
- Ability to initiate, organize, and follow through on projects.
- Ability to exercise considerable independent judgment to carry out assignments that have significant impact on services or programs.
- Ability to interact courteously and effectively with elected and appointed officials, member library staff and volunteers, business contacts, and the general public.
- Ability to express thoughts, ideas, and recommendations clearly, both orally and in writing, and to utilize proper channels of communication.
- Displays high standards of ethical conduct. Exhibits honesty and integrity.
- Aligns behavior with the needs, priorities, and goals of the organization.

Physical Requirements

- Regularly required to stand, walk, bend, kneel, crawl, reach, balance, and sit.
- Regularly required to talk and/or hear; use hands to operate objects, tools, and controls; and reach with hands and arms.
- Vision and hearing at or correctable to "normal ranges."
- Ability to work under stress from deadlines, public contact, and changing priorities and conditions.
- Ability to view a computer monitor and/or operate a keyboard for extended periods of time.
- Ability to operate computers with high proficiency using library software, word processing, spreadsheets, desktop publishing software, and the Internet.
- Ability to travel to visit libraries and attend meetings throughout Southeast Kansas and beyond.
- Reasonable accommodation may be made to enable individuals with disabilities to perform this position.