

9/27/2022

Job Title: IT & Workshop Associate**Description Type:** New Revised**Department:** Information Technology**Pay Grade:** 6**FLSA Status:** Non-Exempt**Reporting Relationship:****Reports to (Title):** Head of IT**List of direct reports (by Title):** Applicable Not Applicable**Position Summary:**

The IT & Workshop Associate, under the supervision of the Head of IT, helps to maintain the network, Library website, Studio, and Workshop as well as software and hardware throughout the building. Plans educational, entertaining and enriching programs for all ages based on community needs and desires geared toward the Workshop. Works closely with the Marketing and Communications Department to publicize and plan programs, as well as Adult, Children's and Teen Staff. Provides customer service to patrons, including computer assistance.

Essential Job Duties and Responsibilities

- Communicates well with staff, patrons and vendors to troubleshoot and explain problems with technology
- Communicates well with the public to explain policies and procedures of the network so that they can print, search online or use our wireless network with their own equipment
- Seeks out and recommends online or other resources to fix problems
- Maintains hardware and software inventory to comply with licensing agreements
- Repairs and installs all networking hardware and software
- Assists with the development and maintenance of the library's website
- Assists with maintenance of the library's social media
- On call for technology emergencies
- Manage the Workshop space along with all the equipment, software, supplies, procedures and guidelines in and for the space. Work with the Head of IT on a yearly budget to plan for new equipment, upgrades, supplies, etc.
- Manage the queue for community submitted 3D print jobs
- Provide basic instruction on using equipment and software in the Workshop, through orientations and individual appointments and create, administer, and track staff and community training and usage on Workshop equipment and supervise the use of it
- Staff adult services lower level desk and greet patrons as they enter the department
- Plans, develops and implements a broad range of classes and workshops for all ages and submits program proposals to the Head of IT in advance of newsletter deadline

- Coordinate volunteers and look for and hire presenters to do programs for the community geared toward tasks that can be completed in the Workshop
- Will serve as Person in Charge of Library (PICL), [see duties here](#)
- Performs any other duties that may be assigned

Qualifications:

- AA or equivalent from an accredited school
- Must possess working knowledge of computer architecture, networks and LAN environments
- Working knowledge of Office and Windows software
- Must have knowledge and be familiar with makerspaces and technology including, but not limited to laser cutter, Cricut, sewing machines, embroidery machines, and 3D printer
- Demonstrated ability of strong communication and interpersonal skills
- Computer literacy, including familiarity with the Library's digital services and mobile devices
- Valid driver's license and proper vehicle insurance or ability to travel

Working Conditions/Physical Requirements:

Ability to:

- Work in a typical office environment
- Stand, sit, walk, bend, stoop and climb intermittently
- Talk and hear
- See close, far and have the ability to adjust focus
- Finger, handle and feel equipment and objects
- Reach with hands and arms
- Occasionally lift 25 pounds and push/pull 150 pound carts