

COMPUTER LAB TRAINING ASSISTANT

(Range 107)

DEFINITION

Performs work in the support of the Library District by providing training activities in computer labs District-wide and provides assistance and software support to users and staff.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Virtual Branch Manager.

ESSENTIAL AND MARGINAL FUNCTIONS--Essential and marginal functions and responsibilities may include, but are not limited to the following:

Essential Functions:

1. Conducts computer training sessions for the general public and staff.
2. Assists patrons and staff with basic assistance in computer equipment and software application use.
3. Utilizes personal computers in the daily course of work.
4. Utilizes software applications associated with computer lab equipment, as well as providing training with the Internet and e-mail for patrons and staff.
5. Monitors Library District equipment for damage, tampering, or loss.
6. Performs record keeping tasks in documenting training statistics and attendance.
7. Learns efficient use of new equipment and software introduced to the Library District.
8. Responds to staff and patron inquiries concerning Library District training opportunities and dates.
9. Recommends or performs minor remedial actions to correct software and peripheral equipment problems.
10. Provides updates, status, and training information to supervisor.
11. Refers major hardware and software problems to supervisor and Information Technology Department for correction.
12. Operates office equipment including, but not limited to: copy machine, telephone, facsimile machine and cash register.

Marginal Functions:

1. Moves Library District equipment and materials as needed.
2. Performs related duties and responsibilities as required.

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KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge personal computers.

Knowledge of scanners, laser/ink jet printers, and other peripheral equipment.

Knowledge of software applications associated with computer lab equipment.

Knowledge of the Library District, Branch, and Department policies and procedures.

Knowledge of adult learning principles, program development, and technology

Knowledge of Library District terminology and functions.

Knowledge of correct English usage, spelling, punctuation, and grammar.

Knowledge of correct Spanish usage, spelling, punctuation, and grammar.

Ability to exercise good judgment and make sound decisions.

Ability to work under pressure and meet deadlines.

Ability to accept and manage change and maintain flexibility.

Ability to exercise discretion.

Ability to work quickly and accurately.

Ability to work both independently and as part of a team.

Ability to perform basic clerical and record keeping tasks.

Ability to recognize equipment malfunctions and software errors.

Ability to provide basic assistance in equipment use and software access and use.

Ability to understand and follow oral and written instructions.

Ability to communicate clearly and concisely, both orally and in writing in Spanish and English.

Ability to maintain effective working relationships with those contacted during in the course of work.

Ability to maintain the mental capacity for effective interaction and communication with others.

Ability to maintain the physical condition appropriate to the performance of assigned duties and responsibilities which may include:

- standing, walking, or sitting for extended periods of time;
- bending, reaching, stooping, and pushing;
- lifting and carrying;
- operating assigned equipment.

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Ability to maintain effective auditory and visual perception needed for:

- making observations;
- communicating with others;
- reading and writing;
- operating assigned equipment.

Skill in the use of personal computers, scanners, projectors, laser/ink jet printers, and associated peripheral equipment.

Skill in the use of software applications associated with computer lab equipment.

Skill in the use of general office equipment.

QUALIFICATIONS

A. Training and Experience:

High school diploma or GED equivalency required; bi-lingual in Spanish - English required; one (1) year demonstrated customer service experience and a minimum one (1) year experience training computer users in software use and Internet operations required; or an equivalent combination of training, education, and experience that provides the necessary knowledge, skills and abilities.

B. Physical Requirements:

Essential and marginal functions may require maintaining the physical condition necessary for standing and walking, frequent lifting and carrying objects of light weight (5 - 10 pounds) and lifting and carrying objects of moderate weight (11 - 20 pounds); frequent bending, stooping, reaching, and pushing; minimal dexterity in the use of fingers, limbs, or body in the operation of office equipment; utilizing a keyboard, and sitting or standing for extended periods of time; or the sustained operation, of such devices associated with equipment used to perform tasks required of the position.

Tasks require color perception, sound perception, visual perception, and oral communications ability.

C. Environmental Requirements:

Tasks are performed with infrequent exposure to adverse environmental conditions.

D. License, Certificate, or Special Requirements:

Possess bi-lingual speaking and reading skills in Spanish/English.

JOB CODE: 1078

FLSA: NON-EXEMPT

CBA: N/A

DEVELOPED: JULY 6, 1995

REVISED: JULY 6, 2005