



EMPLOYMENT OPPORTUNITY

Application Deadline: Position will be advertised until filled, applications received by Friday, February 2, 2018 will receive first consideration.

Position Title: Technology Trainer/ Computer Technician
Classification: Professional Staff
Rate of Pay: \$36,088.00
Hours /FLSA status: 40, FT, Regular, non-exempt, Works a varied schedule of mornings, afternoons, one to two evenings a week, weekend rotation
Location: Based at Administrative Center
Reports to: IT Manager
Staff Supervised: None

Position Summary: The Technology Trainer / Computer Technician develops and creates written instructions and performs in person training for Sirsi/Workflows/Enterprise/new technologies to staff and patrons. Works with the Assistant Director and IT Manager to develop, create and execute technology related programming for patrons and staff system wide. Works closely with adult services staff to ensure consistent technology programming is available to all branches and equally is scheduled. Works with Clevnet on Sirsi/Workflows implementation and updates. Works closely with staff to help troubleshoot complex Sirsi/Workflows related issues. Able to operate KACE hardware to perform software updates and imaged installations. Shares the responsibility to establish vendor accounts, request quotes. Performs a variety of Help Desk duties by providing direct troubleshooting assistance to library staff and resolving technical problems remotely or on-site. Adapts to evolving technologies and new software. May travel/work at any of 7 GCPL library locations as required.

Essential Job Functions: *This list is illustrative, but not exhaustive for this position.*

- Works with The IT Manager and Assistant director to create and execute technology related programming for staff and patrons
- Develops and creates materials for GCPL staff/patrons to train them on new software, apps, hardware and feature enhancements.
- Works at all GCPL branches reference desks as needed
- Trains GCPL staff on Sirsi Workflows software and maintains a working knowledge of updates and feature enhancements.
- Trains GCPL staff and patrons on the GCPL Catalog/Enterprise and maintains a working knowledge of updates and feature enhancements.
- Works with GCPL staff and Clevnet to resolve issues pertaining to Sirsi/Workflows
- Works with Clevnet on the implementation and updates of Sirsi/Workflows and related software.
- Provides help desk support and troubleshooting.
- Ability to build, configure, maintain and troubleshoot complex hardware and software problems such as Genealogy and Business Office workstations.
- Restore computer hardware to working order within a satisfactory time frame.
- Ability to install, network, repair, and maintain hardware and software as required
- Able to configure printers and troubleshoot related issues.
- Maintains good communication with staff and patrons about the status of issues by phone and/or using Help Desk tickets and email.

- Provides timely service and technical assistance to Library staff and patrons on all library PC equipment and software.
- Works with Clevnet staff to troubleshoot Network, VOIP, Workflows and Catalog related issues
- Ability to use Kace hardware to perform software updates and imaged installations.
- Continues to develop and share knowledge and skills through appropriate meetings, conferences and workshops for cross training, and professional and technical development.
- Maintains awareness of developments in the IT field and makes recommendations.
- Shares the responsibility to obtain quotes and place orders for equipment and supplies.
- Other duties as assigned

Minimum Knowledge, Skills, Abilities and Other Characteristics:

- Substantial working knowledge of and experience with PC's, operating systems, integrated library systems and related peripherals.
- High level of expertise resolving routine and complex PC problems.
- General knowledge of the library and literature.
- Able to work with people of all ages including staff, volunteers, and the general public.
- Ability to teach adult learners in both the classroom setting and one-on-one
- Effective oral and written communication skills, excellent customer service skills.
- Able to work accurately and independently with minimum supervision and have dependable work habits.

Minimum Education, Experience, and Licensing Requirements:

- Bachelor's Degree required, MLIS preferred.
- A+ certification or three years relevant experience required.
- Valid driver's license and proof of auto insurance required.

Physical Requirements:

- Able to lift 50 lbs. and move equipment in and out of buildings and vehicles.
- Ability to crawl, bend, stretch, walk and or kneel in order to wire and install equipment.
- Able to use hands and fingers, grasp, handle, feel, or operate objects, tools or controls- including computers, phones and office equipment.
- Able to read computer screens and print material.

If interested provide: Resume, work references and Geauga County Public Library application.

Application available online at: <http://divi.geaugalibrary.net/28458-2/career-opportunities/>

Apply Online: **GCPL.recruiting@geaugalibrary.info**

Gauga County Public Library – Administrative Center

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