INDIAN PRAIRIE PUBLIC LIBRARY DISTRICT
TECHNOLOGY & MAKER SERVICES ASSOCIATE
Non-exempt Position

OVERVIEW
A full-time position providing direct customer service relative to technology and maker services, for all ages, in support of the library’s mission, values, and vision. Responsible to the Head of Technology & Maker Services.

RESPONSIBILITIES AND DUTIES (Illustrative, not exhaustive)
- Provide and model excellent customer service and hospitality assuring positive member and staff experiences.
- Provide technology assistance to patrons using their personal devices and library equipment and software.
- Provide maker assistance to patrons using library equipment and digital design software such as 3D printer, CNC fabrication, robotics and other makerspace technologies.
- Perform checkout and check-in processes of devices, equipment, and tools.
- Assist with training staff on equipment as needed.
- Perform troubleshooting of computers, laptops, devices, and library equipment.
- Set-up for technology related programs and classes; troubleshoot technical issues.
- Learn new technology and maker equipment as added by the library.
- Assist with maintenance of circulating and non-circulating technologies and maker equipment.
- Inventory maker supplies and equipment.
- Create and maintain documentation, reports, and statistics as assigned.
- Perform other duties as assigned.

NECESSARY KNOWLEDGE AND SKILLS
- Excellent customer service and problem solving skills.
- Exceptional interpersonal skills.
- Excellent communication skills, both oral and written in English.
- Highly skilled in using personal computers, mobile devices and other relevant equipment.
- Proficiency in using MS Office, Internet, email and other relevant software.
- Proficient with Apple, Microsoft, Android systems, and related applications.
- Knowledge and skills to maintain and operate computers and troubleshoot problems.
- Strong organizational skills.

NECESSARY ABILITIES
- Ability to establish and maintain effective working relationships with others and work effectively as a team.
- Communicate with and assist people of all skill levels with technology and equipment, including being patient with non-technical people.
- Ability to empathize with and relate to patron and staff needs.
- Ability to use discretion with the public and staff.
- Effectively listen to and respond to patrons and staff.
- Work with frequent interruptions and/or changing priorities.
- Ability to multi-task, organize, prioritize, be detail-oriented, and work independently.
- Use initiative, problem-solving skills, and good judgment.
- Strong aptitude for learning new technologies.
- Ability to independently make decisions that involve the implementation of policies and procedures.
PHYSICAL REQUIREMENTS

- Hear, speak, and listen to individuals in person and by telephone; read materials in print and electronic formats; using a keyboard and mouse and viewing a computer monitor.
- Ability to use computers, smart devices, telephone, and other equipment.
- Ability to move throughout the library to provide, explain, interpret technology and maker resources.
- Lift and transport equipment and furnishings as needed to perform responsibilities.

QUALIFICATIONS FOR APPOINTMENT

- Two years relevant college or technical school studies.
- Two years experience working with the public in some capacity.
- Must be available to work days, evenings and weekends.
- Valid driver's license and State of Illinois approved automobile insurance.

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