

COMPUTER SERVICES TECHNICIAN / PUBLIC RELATIONS COORDINATOR

REPORTS TO: Executive Director

FLSA STATUS: Non-Exempt

POSITION SUMMARY:

This employee performs various tasks relating to technical services and public relations and is instrumental in the promotion of library programs, events, and services.

DISTINGUISHING FEATURES:

This employee must have knowledge of computer hardware and software, public relations, and creativity and organizational skills. This employee will install, modify, maintain, troubleshoot, and diagnose hardware, software, and network problems. He/she will provide training and technical assistance to staff system users.

MAJOR DUTIES AND RESPONSIBILITIES:

- Configure and install, upgrade, troubleshoot, and perform diagnostics of hardware and software for all computer equipment including peripherals [printers slip printers, etc.].
- Provide technical support and basic instruction to staff on use of personal computers, hardware, software, networking, and computer security.
- Serve as the on-line catalog and automation system in-house consultant.
- Investigates and resolves PC security issues for public and staff PCs.
- Maintain a hardware/software license inventory including hardware repair records. Maintain telecommunications [internet,etc.] connectivity information.
- Develop and maintain a Technical Services Policy and Procedures manual that documents server and network configurations, backup procedures, passwords, etc.
- Advise administration on emerging technologies and the distribution, upgrading, and replacement of equipment.
- Plan, schedule, and implement public computer instruction classes quarterly.
- Oversee the ILL [Interlibrary Loan] procedures: organizing, verifying, and processing of requests [patron and affiliate libraries].
- Organize and implement library public relations [internal/external] procedures.
- Schedule programs for adult patrons: planning, publicizing, implementation, and evaluation.
- Coordination of volunteers: documentation, placement, and scheduling.
- Attend position appropriate meetings, trainings, and continuing education workshops as scheduled by the Executive Director.

ESSENTIAL FUNCTIONS:

- Perform scheduled backups, compile and print reports, and keep log of problems and resolutions. Prepare database, traffic counter, and adult services statistics.

- Submit press releases [weekly/monthly/special events].
- Organize and maintain the library Web presence: Web Page, Social Media [Facebook, Twitter, etc.]. Schedule photo opportunities and/or submit photos to local area newspapers for publication.
- Maintain a schedule of artists for the Art Gallery and the Joanne Rush Memorial Display Case.
- Process, verify availability, and maintain a schedule of meeting room reservations.
- Community Outreach: Promote the library and its' many benefits to various groups. Conduct tours and participate in community events as assigned.
- Maintain main floor bulletin boards. [Special Event Board/General Information Board]
- Publish a monthly calendar of events. Publish Bowlby Newsletter quarterly: content, design, layout, editing, printing, and distributing.
- Reference/Circulation duty as scheduled: assist patrons, public access computer log-on and trouble shooting.
- Arrive at work punctually as scheduled and maintain an accurate time sheet.
- Perform other library functions as scheduled [reference clerk, circulation clerk].

ESSENTIAL PHYSICAL DEMANDS OF THE POSITION:

Lifting [25lbs or greater with assistance] / Reaching, Walking / Climbing Stairs, Stooping / Bending / Twisting / Sitting / Standing, Hearing / Vision [Must be able to communicate with patrons and staff effectively; talk with clarity, and be able to listen with accuracy.]

Coordinated movements of fingers/hands; Must be able to pay close attention to details and concentrate on work.

ENVIRONMENTAL DEMANDS OF THE POSITION:

Dust / Allergens, Fluorescent Lighting, Odors / Scents, Normal office exposure to noise, stress, and disruptions.

QUALIFICATIONS:

Bachelor or Associate degree in computer related studies plus minimum of two years related experience including training/knowledge in computer hardware, local area networking and telecommunications equipment. Must possess working knowledge of Windows operating systems, networking and network technology, and Windows Office programs. Must have a valid PA driver's license and provide own transportation. Must possess highly effective communication and interpersonal skills.