

Calumet City Public Library

Job Description

Position Title: <i>Information Technology Clerk</i>	Reports To: <i>Information Technology Manager</i>
Department: <i>Information Technology</i>	Position Location: <i>Calumet City, IL</i>
Direct Reports: <i>0</i>	Position Status: <i>Part Time</i>
Average Weekly Work Hours: <i>15</i>	FLSA Classification: <i>Non-Exempt</i>

Position Purpose: Under the supervision of the Information Technology Manager, the Information Technology Clerk is responsible for providing exceptional customer service while working the Technology Center Desk. Services include but are not limited to basic computer and other technology device assistance to patrons, implementation and installation projects as coordinated by the Information Technology Manager and general assistance with basic technology questions for patrons and staff.

Essential Job Functions:

- High level of proficiency with Microsoft Office tools, operating systems of Windows 7 and above, Google Tools, Apps and Internet Browsing
- Knowledge of a variety of patron-centric technology including but not limited to Windows, Android, Apple iOS operating systems and software
- Ability to assist patrons with basic library activities including printing or computer help, minor troubleshooting, Wi-Fi access, internet navigation and copy, print and fax functions
- Able to perform basic technology maintenance tasks such as Windows updates, toner and paper replacements in printers and copiers around the library, tidying and sanitizing of Technology Center
- Demonstrates good judgement when working with multiple patron requests simultaneously
- Able to calmly adjust to changing work needs in a fast-paced library environment
- Ability to work with other departments to route patrons to proper information
- Effectively learns new technologies and shares that knowledge with patrons and staff
- Participates in relevant training, continuing education and/or professional development
- Attends Department and All Staff Meetings and In-Service Days
- Performs other duties as assigned.

Qualifications:

- Age 16 or older and legally able to work scheduled hours
- Resident of Calumet City
- Some Customer Service Experience preferred
- Ability to work productively both independently and as a team
- Communicates clearly and effectively on the phone, in person verbally and in writing with staff and patrons alike
- Availability to meet regular evening and weekend hours requirements as noted by schedule
- Access to regular, reliable transportation

Work Environment

- Duties are performed mainly indoors in an active, collaborative public environment with a moderate noise level
- Duties require near constant standing and walking
- Duties require use of close vision and ability to adjust near and far
- Duties require speaking and hearing

- Duties occasionally include lifting up to 30 pounds, bending, stooping, climbing, pushing and pulling in excess of 75 lbs., reaching, handling, and fine manipulation skills
- Duties may include brief exposure to current weather conditions

Equal Opportunity Employer

The Calumet City Public Library, in conformity with applicable laws, is an Equal Opportunity Employer and does not discriminate on the basis of race, color, sex, sexual orientation, age, religion, national origin, or disability.

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities of the employee or position. The Board of Trustees reserve the right to modify any job description in part or whole at any time. This description supersedes all previous descriptions.