

Chicago Heights Public Library
Job Description

Position Title: Computer Lab Assistant

Position requirements: Non-exempt

Reports to IT Manager

Essential Functions: Computer Lab Assistant helps computer lab users with software applications and the Internet, may also be responsible for conducting computer classes

Responsibilities/Duties:

- Provides assistance to users with software applications such as Microsoft Office, e-mail, library databases and Web browsers.
- Assists users with sign-in procedures.
- Performs minor troubleshooting of computer problems.
- Reports computer problems to the library IT Manager and IT vendor.
- Re-stocks printers with paper and other supplies.
- Forwards questions to relevant staff, when necessary.
- Performs other tasks as assigned

Qualifications for appointment:

- Ability to perform computer troubleshooting routines.
- Ability to maintain effective working relationships with staff and public.
- Ability to listen to, understand, and interpret patron and staff requests.
- Able to teach a computer class to patrons of varying levels of knowledge.
- Ability to use computers, mice, keyboards, printers, and small hand tools.
- Ability to bend, lift, stoop, and carry computer equipment (up to 50 pounds)
- Ability to kneel, squat, sit, stand and walk for extended periods of time (15 minutes or more)

Education, Experience, and Training

- Some college, Bachelor's Degree and or training in computer science highly desirable.
- Extensive familiarity with Internet Explorer, web searching and browsing.
- Extensive familiarity with Microsoft Windows and Microsoft Office applications.
- Ability to communicate effectively in English, both orally and in writing.

Position Hours:

This is a part-time, non-exempt position; must be available to work weekdays, evenings, and weekends. Hours will be dependent on library needs.

Date: approved October 2020