

JOB POSTING

CLINTON-MACOMB PUBLIC LIBRARY

TECHNOLOGY ASSISTANT, PROVISIONAL

Position: Technology Assistant, Provisional

This person reports to the Head of IT and assists the public with using and troubleshooting library-owned and customer-owned technology in person or remotely. Works primarily at the one location but may require working at the libraries other locations as needed.

Wage: \$13.07 - \$15.53 per hour

Schedule: Variable; 15-20 hours per week including evening and weekend hours

Benefits: Flexible schedule, great work environment

Primary Job Duties:

- Provides customers with a basic orientation on using the library workstations, printers, scanners, copiers and other technology
- Assists customers with printing, using browsers, email, Microsoft Office and other applications installed on the library's workstations
- Assists customers with using the library's wireless network
- Assists customers with audiovisual equipment in study, conference and meeting rooms as needed
- Provides basic assistance and troubleshooting for customers using the library's electronic resources such as eBook's, eMagazine's, down-loadable music and video content
- Uses the integrated library system to assist customers with placing holds, blocked accounts and booking rooms
- Answers basic questions for the public and makes referrals to the appropriate staff member for additional assistance as necessary
- Assists the Head of Information Technology with special projects
- Prepares for emergencies and helps maintain a safe work environment
- Performs related duties as required



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Required Qualifications:

- Desire to meet and serve the public
- High school diploma or equivalent
- Able to adapt to changing procedures and situations
- Able to understand and carry out oral and written instructions
- Able to work independently and assume responsibility
- Familiarity with computers
- Good communication skills, including the ability to adapt to a variety of age groups and experience levels among customers
- Knowledge of English language, spelling and arithmetic
- Seeing; keyboarding; using the telephone; lifting, pushing, pulling or carrying objects weighing up to 50 pounds; walking; bending; stooping; crouching; reaching; carrying boxes; hearing; manual dexterity; picking up litter; spreading ice melt

Process: Deadline for applications: January 21, 2022, 5 p.m.
Interviews anticipated: January 31 - February 3, 2022
Starting date: ASAP

To apply: Email: tdedischew@cmpl.org
Terri Dedischew, Head of IT
Clinton-Macomb Public Library
40900 Romeo Plank Road
Clinton Township, MI 48038-2955

Items to submit as a single PDF document:

1. Cover letter
2. Resume
3. Employment application (<http://cmpl.org/employment>)
4. Answers to the following questions:
 - How would you explain the internet to a non-technical individual?
 - What's your favorite piece of technology and why?

The above is intended to describe the major responsibilities and requirements for this position. It is not to be construed as an exhaustive statement of all duties, responsibilities or requirements. This is an at-will position. The Clinton-Macomb Public Library is an equal opportunity employer. All decisions affecting employment shall be made without regard to an individual's race, color, religion, marital status, familial status, family responsibilities, veteran status, age, sex, sexual orientation, gender identity, height, weight, national origin, disability or other classification protected under federal, state or local law.



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