

# Pennsauken Free Public Library

## Job Description

**Internal Job Title:** Technology Assistant (Part-time)

**Civil Service Title:** Library Assistant

**Department:** Technology Services

**Summary:** The Pennsauken Free Public Library is seeking a dedicated, friendly, energetic individual to join our Technology Services Department. The position of Technology Assistant is responsible for providing technical support for staff and library users as well as providing digital literacy instruction. The ideal candidate for this position will be customer-focused with very strong technological/computer skills, enthusiastic about serving the community, and enjoy and be comfortable working with people of all ages, backgrounds, dispositions, and abilities.

**REPORTS TO:** Director

**EVALUATION:** At a minimum, the Director will conduct an annual evaluation of the individual's ability to perform professional responsibilities and duties competently and to meet professional, ethical standards. This evaluation will be based on mutually-developed Annual Goals and Objectives.

### **Qualifications:**

- High School graduate or equivalent degree required.
- Strong customer service and interpersonal skills.
- Excellent organizational skills and the ability to work independently.
- Excellent oral and written communication skills and the ability to manage multiple projects and meet deadlines.
- Strong commitment to public service and the ability to work well with diverse patronage.
- Ability to be tactful and courteous with the general public, in person and on the phone, and to maintain professional and effective working relationships with other library staff.
- Intermediate to advanced knowledge of Microsoft, Apple, and Android Operating Systems; Microsoft Office; Adobe products; Google Drive; various web browsers and email clients; ability to troubleshoot hardware and software; aptitude for learning new and emerging technologies.
- Knowledge of online social media platforms.
- Appointees will be required to possess a driver's license valid in New Jersey only if the operation of a vehicle, rather than employee mobility, is necessary to perform the essential duties of the position.

### **Preferred Qualifications**

- A background working in libraries or public access environments.
- Current on emerging library services and technologies; and ability to consult with others on these topics.
- Bachelor's degree in Information Technology or related concentration.
- Working with Drupal Content Management System or other website creation platforms.
- Proficiency in a second language. Preferably Spanish or Vietnamese.

### **Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to lift, transport and/or move objects weighing up to 25 pounds. Anything greater may require two-person assistance.
- Must be able to reach or bend to retrieve materials on low or high shelves.
- Must be able to grasp a barcode scanner for extended periods of time.
- Must be proficient in the use of the computer keyboard.
- Specific vision abilities required by this job are close vision and the ability to adjust focus.
- Ability to sit on the floor or remain standing for extended periods of time.
- Light to moderate physical effort and stamina required for assigned travel and for attendance at relevant meetings.

**Responsibilities** include, but are not limited to:

- Assisting library users with the use of public computers, wireless devices, online resources, equipment, related technologies, and computer-related questions.
- Assisting library staff with first-level computer and technology matters, including troubleshooting equipment and creating instructional materials.
- Creating and instructing computer workshops for staff and library users.
- Conducting preventative maintenance on public computers.
- Coordinating with third-party companies' help desks and ticket systems.
- Deploying and installing new hardware/software.
- Testing new hardware models and software versions prior to deployment.
- Assisting at the Reference desk by answering questions on library materials, rules, policies, and procedures.
- Taking the initiative to identify, evaluate, and assist in implementing emerging technologies.
- Assisting the Systems Librarian/Cataloger with the development of the Technology collection.

- Assisting and monitoring events in the library's Technology Lab and supporting staff members in STREAM programming or other efforts.
- Integrating technological solutions for everyday challenges and streamlining procedures.
- Updating the library's website and checking for software updates and functionality.
- Preparing the library's technology budget and plan.
- Overseeing the library's digital displays and signage.
- Collaborating with various staff members to ensure all PFPL events and outreach efforts are posted to the library's website.
- Attending workshops and learning opportunities for continuing education to remain current with library technology trends.
- Assisting with maintaining a clean, welcoming, safe and friendly atmosphere while providing patrons with outstanding customer service.
- Assisting at the Circulation and Information/Internet Service desk as needed.
- Performing other duties as assigned by the Director.

**Compensation:**

**Hourly Rate:** \$15-\$18

**Hours:** 25-30 hours per week, including evening and weekend hours. Flexibility is necessary to meet the operational needs of the Technology Services Department.

This is a Civil Service non-competitive position. The full job description can be found at <https://info.csc.state.nj.us/jobspec/07467.htm>.

**To Apply:**

Please email your resume and letter of interest in PDF format to [admin@pennsaukenlibrary.org](mailto:admin@pennsaukenlibrary.org). Please add "Technology Assistant" to the subject line.

Pennsauken residency is not required, but qualified Pennsauken Township residents will be given first preference.

You may also submit your resume and letter of interest at the library's Administrative Office. Review of applications will begin immediately and continue until the position is filled. For more information, call (856) 665-5959 ext. 5.

**Note:** This job description describes a general category of jobs. In order to meet the needs of the Pennsauken Free Public Library or its departments, employees may be assigned other duties in addition to, or in lieu of, those described above, and any duties are subject to change at any time.

The Pennsauken Free Public Library is an Equal Opportunity Employer. Applicants must comply with the "[NJ First Act.](#)"

In compliance with the Americans with Disabilities Act, the Library will review any reasonable request for accommodation to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.