

MASSILLON PUBLIC LIBRARY POSITION DESCRIPTION

Massillon Public Library is looking to fill the position of Technology Trainer

POSITION DETAILS:

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| Position Title: | Technology Trainer |
| Reports To: | Technology Manager |
| Position Type: | Non-exempt, hourly |
| Part time/Full time: | Full-time--34 hours |

PURPOSE:

- To provide greater access to current technology for patrons and staff by offering opportunities for learning in a class setting and in one on one interactions.
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QUALIFICATIONS:

- Minimum educational qualifications and experience include a high school diploma or GED equivalent with 3 years of computer work experience OR 1 year of post high school computer training and 1 year computer work experience
 - Must have knowledge of basic e-book technology and office productivity software (i.e. MS Office, GIMP, Paint)
 - Working knowledge of research databases and online catalogs, a plus
 - Working knowledge of Windows PC hardware and operation
 - Customer service experience, preferably in library environment, desirable
 - Must have acceptable results on a criminal background check
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ESSENTIAL FUNCTIONS:

- Establish a set of courses to teach the public at main library and remote branches
- Establish and maintain a quarterly course layout for public and internal calendar posting
- Teach multiple technology courses per week at varying times, days of the week, and locations for patrons and staff
- Maintain an accurate inventory of course descriptions, both past and present, for patron access
- Cover the desk in the Computer Center assisting patrons with their technology needs, including but not limited to:
 - How to locate an Internet site using a URL or search engine
 - General use of office productivity software and various pre-installed software
 - How to set up and access e-mail accounts; including sending large attachments
 - Basic assistance with popular internet sites (twitter, Facebook, LinkedIn, Pinterest, etc.)
 - How to print or scan information
 - How to save information to storage devices (i.e., CD, and USB)
- Follow appropriate cash handling procedures
- Assist staff and patrons on use of 'new technology' (i.e.: Tablets, e-readers, cameras, smart phones)
- Communicate clearly—in "layman's terms", listen attentively and follow up promptly with patrons as necessary
- Maintain regular and reliable attendance
- Abide by established Library policies
- Handle physical aspects of position which include, but are not limited to: sitting, standing, bending, stooping, moving, reaching, and manual dexterity required for computer work, and lifting up to 35 lbs.
- Attend appropriate meetings and workshops
- Perform other duties as assigned by supervisor

NOTE: This position description states the nature and level of assignments normally given in this position; its list of tasks is not exhaustive.

SCHEDULE:

- To be determined by supervisor

HOW TO APPLY:

- To apply for this position, download an application from: <https://tinyurl.com/MPLapplication>
- Please submit the completed application, a cover letter, and resume by mail to:
Mardea Harden, HR Manager
Massillon Public Library
208 Lincoln Way East
Massillon, OH 44646
- The documents may also be scanned and submitted as email attachments to: hardenma@massillonlibrary.org
- Deadline for application: 3-18-20

EQUAL OPPORTUNITY EMPLOYER