MASSILLON PUBLIC LIBRARY POSITION DESCRIPTION
Massillon Public Library is looking to fill the position of Technology Trainer

POSITION DETAILS:

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.

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

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