

DIGITAL SERVICES SPECIALIST

Vacation Level: 2

Employment Status: Full-time Non-Exempt

Work Schedule: May include evening and weekend hours

General Job Description:

The Digital Services Specialist plays a key role in the Information Technology department, serving as a friendly, collaborative, and service-oriented professional. This position supports library patrons with technology needs, provides training to staff on library software and AV equipment, and assists with troubleshooting complex devices from the Library of Things collection.

Duties:

- Provides on-site support for patrons, including one-on-one and group assistance to patrons using and troubleshooting of library provided technology including computers, printers, scanners, and fax machines.
- Creates and delivers instruction and training on digital services, devices, and resources to patrons, staff, and community members through various means, including handout materials, one-on-one technical help, group training, workshops, programs, information sessions, and online guides and tutorials.
- Assist with technology setup for programs, meetings, and events.
- Assists with other technology needs such as sound systems, projectors, iPads, etc.
- Works closely with Cooperative Computer Services Consortium as necessary to support internal library catalog functionality.
- Collaborate with the IT Coordinator and Library Director to evaluate and implement new technologies.
- Participates in technology projects and serves as a resource for integrating technology into library programs and services for staff.
- Helps support management of other automated systems including telephone systems, building security, copiers and printers, digital media technologies, and others as needed.
- Ensures system integrity, reliability, responsiveness, security and compliance with library policies.
- Provide onboarding support to new staff members on technology use.
- Participate in staff meetings and contribute feedback on technological needs and improvements.
- Participate in training sessions and stay up to date with emerging technologies relevant to library services.
- Pursues continuing education opportunities relating to job tasks and objectives.
- Performs other related duties as required.

Organizational Relationships:

- Reports to the Library Director
- Collaborates with the IT Coordinator and works closely with department heads and staff
- Serves on the Library's Technology Committee and supports ad-hoc team projects

Qualifications:

- Minimum of three years' experience working with technology and software in a library or similar environment.
- Minimum of three years' experience in training and instructing users on technology in a library or similar environment, including the development of instructions and training materials.
- Ability to communicate technical concepts clearly to non-technical users.
- Experience providing customer service and technical support in a public-facing environment.
- Demonstrated experience providing technology instruction or training to diverse audiences, including individuals with varying levels of digital literacy.
- Familiarity with SharePoint and the Microsoft 365 environment
- Basic familiarity with various types of AV equipment.
- Able to establish priorities, work independently, and proceed with objectives without supervision.
- Able to handle and resolve recurring problems.
- Friendly and personable, with a focus on communicating effectively with co-workers and patrons.

Physical Requirements:

- Frequent sitting at a computer, operating the keyboard and mouse.
- Sitting, bending, stooping and twisting to retrieve and place objects from place to place.
- Mobile: enough to navigate library spaces to maintain computer and technology network needs. This may include the occasional climbing of a ladder to reach into spaces above the ceiling and crouching and kneeling to reach spaces under desks/beneath the floor for wiring work or other technology needs.
- Occasional lifting of objects up to 50 pounds.
- Occasional pushing/pulling a cart on wheels weighing as much as 100 pounds.
- Visual: able to detect color coding, read documents and a computer screen.
- Communication: Fluent in English, both written and oral. Able to communicate with co-workers and others in person and over the phone.