

Chatham Area Public Library District

JOB DESCRIPTION

Title: Computer Lab Assistant
Title of Supervisor: Computer Lab Supervisor

JOB DUTIES AND RESPONSIBILITIES

Duties:

- Internet sign-in
- Assist patrons with computers:
 - Clearing printer jams, replacing ink cartridges & paper
 - Troubleshooting computer hardware problems (i.e. computer freezes)
 - Basic training on software programs (Word, Publisher, PowerPoint, printing and scanning documents, , Internet search engines & e-mail)
- Clean computer screens & keyboards as needed
- Clean history and documents off desktops and laptops
- Other projects as needed (such as preparing children's craft projects & technical service donation project)
- Provide computer information to Computer Lab Supervisor or IT Supervisor
- Monitor patron activity regarding access of unauthorized information and report to the Computer Lab Supervisor and/or Director
- Communicate with other Lab Assistant through the use of the lab log
- Perform various related duties and projects as assigned under the supervision of the Library Director and Computer Lab Supervisor.

POSITION QUALIFICATIONS

Knowledge, Skills and Abilities:

- Knowledge of and ability to troubleshoot basic computer hardware problems, use software including new and older versions of Microsoft Word, Microsoft Publisher, Microsoft PowerPoint, scanner printing programs and the Internet
- Ability to communicate effectively with others and to maintain positive working relationships with co-workers, administrator and the public
- Strong customer service attitude and skills

PHYSICAL DEMANDS

- Primarily sedentary work, but also requires standing, walking, stooping or crouching, kneeling, crawling, balancing, reaching, pushing, grasping, hearing and talking
- Requires the ability to exert up to 20 pounds of force occasionally to lift, carry, push, pull or otherwise move objects
- Requires clarity of vision at 20 inches or less with the ability to adjust the eye to bring objects into sharp focus as well as clarity of vision at 20 or more feet. Must also be able to identify and distinguish colors

This job description or certain job functions described herein may be subject to modification in accordance with applicable state and federal laws.