

**Henderson County Public Library
Computer Lab Assistant
Job Description**

Job Summary:

The Computer Lab Assistant provides friendly and efficient library service to patrons in the computer lab and at the circulation desk. This role requires someone who is enthusiastic, patient, committed to providing excellent customer service, and comfortable providing technology-related assistance.

Essential Responsibilities:

- Assists patrons with software applications such as Microsoft Office, email, library databases, social media applications, and web browsers.
- Assists patrons with the use of library software and equipment, including accessing library resources and Wi-Fi on patrons' personal devices.
- Assists patrons with the use of printers, copiers, and fax machine.
- Performs minor troubleshooting of computer problems.
- Performs simple circulation duties, including checking in, checking out, and renewing materials.
- Assists with the opening and closing routines according to shift assignments.
- Restocks printers with paper and other supplies.

General Duties and Responsibilities:

- Maintain good relations with the public and staff.
- Actively promotes library programs, public facilities, and community services.
- Follow policies and procedures consistently.
- Perform other duties as assigned.

Education and Experience Requirements:

- High School diploma required
- Some college and/or training in computer science highly desirable.
- Customer service experience is required.
- Proficiency with Microsoft Office and Windows/Mac operating systems required.

General Knowledge, Skills, and Abilities:

- A clear understanding of the library's public service mission and a forward-thinking vision regarding the library's role in the community.
- Excellent written and verbal communication skills.
- Ability to analyze and creatively solve problems related to the position.
- Ability to effectively communicate technical information that may be difficult for patrons to grasp.
- Ability to establish and maintain rapport with customers and provide a high level of professional customer service.
- Flexible, adaptable, and able to flourish in a changing environment.
- Knowledge of personal computer hardware and operating system software.

- Knowledge of personal computer applications and software packages.

Physical Requirements:

The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and the ability to adjust focus. The employee is regularly required to stand; sit; walk; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk and hear. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl.

Work Schedule:

This is a part-time position that requires 20 hours per week. Varied schedules may include mornings, afternoons, evenings, and weekend. Dependability and diligent attendance are required.

Supervisor:

Technology Administrator and Executive Director