Mountain View Public Library
Employment Opportunity
Hourly Technology Aide

Close Date: Continuous until Filled
Salary: $13.03 - $15.84/hour
Schedule: 12 to 18 hours per week, Monday through Thursday

THE POSITION

The Library Technology Aide provides assistance to the public using a variety of Library automation equipment, applications, electronic resources and audio-visual equipment, and ensures that equipment functions properly. This is the entry-level position for technology support in the Library. This position will have a high level of customer interaction and may be called upon to handle monetary transactions.

MINIMUM QUALIFICATIONS

Knowledge of basic PC operations, standard desktop applications and operating systems, computer peripheral devices, and audiovisual equipment. Ability to troubleshoot routine technology problems and recognize and report complex problems to the appropriate supervisor.

Ability to: communicate clearly and effectively, both orally and in writing; establish and maintain courteous and effective working relationships with the public, Library and IT staff; maintain good attention to detail; work with minimal supervision; understand and carry out written and oral instructions; learn and follow Library policies and procedures; and multitask in a fast-paced environment.

Minimum of one year, full-time work experience with responsibility for troubleshooting and fixing personal computers, applications and related technology. A high school diploma or equivalent is required.

Perform physical tasks such as lifting and carrying items weighing up to 40 pounds, bending, stooping, reaching, and walking up and down stairs.

EXAMPLE OF DUTIES

1. Provide specific, limited support to Library customers using a variety of Library automation equipment and applications, including, but not limited to: public-use computers, printers, photocopiers, microform reader/printers, self-check units, desktop applications, audio-visual equipment, and data ports. Duties include: rebooting desktop computers and self-check units as needed, clearing printer jams, explaining basic use of desktop application features and functions, unfreezing computer screens, assisting users with printing, and connecting laptop computers to public networks.

2. Answer basic questions and provide limited assistance to Library customers using public-use computers managed by CASSIE software. Explain CASSIE functionality; e.g., reserving computers, pausing sessions, printing and adding value to the smart card purse. Assist customers using the revalue station.

3. Ensure that Library computer and related equipment is functioning properly. Follow basic troubleshooting procedures to resolve routine technical problems.

4. Report complex technical problems to the Information Technology (IT) Help Desk for resolution. Inform Library supervisor and/or IT staff of ongoing hardware and software issues. Maintain a technology problem log.

5. Clean and inspect public-use computers and related peripherals.

6. Refill printers with paper and replace printer cartridges and ribbons.

7. Perform other technology support duties as assigned by Library or IT staff.

8. Assist Library and other staff in training and Community Room setup. May assist with classes in the Training Center.

TO APPLY

City applications are available at: www.mountainview.gov. Applications and resumes should be sent to:

Mountain View Public Library
Attn: Paul Sims
585 Franklin St.
Mountain View, CA 94041

SELECTION PROCESS

Application screening will be part of the examination process. Based on the application screening, those candidates with the most relevant qualifications will be invited for an interview. Depending on the number of applications received, the above process may be altered. Prior to hire, candidates will be required to successfully complete a preemployment process, including employment verification and a fingerprint check. A conviction history will not necessarily disqualify an applicant from appointment; however, failure to disclose the conviction will result in disqualification or termination.

Candidates with a disability which may require special assistance in any phase of the application or testing process should advise the Human Resources Office upon submittal of application. The City of Mountain View is an Equal Opportunity Employer (EOE).

NOTE: The provisions of this bulletin do not constitute an express or implied contract, and any provisions contained in this bulletin may be modified or revoked without notice.