# LARAMIE COUNTY LIBRARY SYSTEM
# JOB DESCRIPTION

| Job Title | FLSA Status |
|---|---|
| COMPUTER CENTER ASSISTANT | NON-EXEMPT |
| **Division** | **Pay Grade** |
| COMPUTER CENTER & CATALOGING SERVICES | 22 |

**JOB SUMMARY**

The primary responsibility of the individual in this position is to serve the general public by assisting them with their computer, printing, faxing and scanning needs. This individual will aid in processing 3D print jobs and booking/managing the Computer Center Studio. The Computer Center Assistant provides exceptional customer service while assisting patrons using the Computer Center.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Assists patrons with using computers: printing; faxing and scanning documents; basic assistance with a variety of software (Microsoft Office, Adobe Acrobat, Adobe Creative Cloud, internet browsers, etc.).
2. Meet patrons at their point of need by providing mobile service in the Computer Center following established procedures.
3. Assists with 3D print requests utilizing PrusaSlicer software. .
4. Assists patrons with reserving the Studio, Booths, and laptops within the library.
5. Serves as a person-in-charge in the computer center, enforces the Code of Conduct and Internet Use policies, and resolves patron issues through de-escalation tactics
6. Keeps the Computer Center neat and orderly.
7. Performs basic troubleshooting of technology and escalates to IT when necessary
8. Collaborates with team members to improve the Computer Center and provide innovative services.

Maintains patron confidentiality in compliance with Wyoming state law, provides exemplary customer service, and works efficiently to execute the duties of their position.  All employees will work Greeter Desk shifts as assigned and perform other related and necessary duties assigned to them by their supervisor.

**MINIMUM REQUIREMENTS**

• High School diploma or GED; and
• 2 years of relevant experience; or
• The equivalent combination of education and experience.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

• Must have a valid state-issued identification.
• Ability to work confidently and patiently with diverse populations.
• Excellent problem-solving skills.
• Proficiency with a variety of software programs including Internet, email, word processing, and spreadsheets.
• Ability to work with limited supervision, with an aptitude for detailed work and proficiency in prioritizing tasks.

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- Ability to work independently yet thrive in a team environment.
- Ability to follow instructions.
- Ability to manage time effectively.
- Ability to work flexible work schedules including weekends and holidays.
- Ability to speak, read, comprehend, and write the English language.
- Ability to communicate well with patrons, staff and Computer Center team

**REPORTING RELATIONSHIPS**
Reports to: Assistant IT Manager/Lead Technician II
Supervises: None

**PHYSICAL EFFORT AND WORKING ENVIRONMENT**
The essential duties and responsibilities of this job require the employee to move or manipulate moderately heavy equipment, boxes, carts, files, and stacks of material from one location to another.

**LATEST REVISED DATE 02/29/2024**