

Jurisdictional Class: Competitive
Adopted: March 9, 2020

LIBRARY COMPUTER SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: These duties involve the responsibility for setup, and minor maintenance of computers and other peripheral equipment. The emphasis of this position is providing support and technical assistance to Clinton-Essex-Franklin (C-E-F) Library System staff, member libraries, and library patrons. This position encompasses graphic arts and website development responsibilities, management of social media accounts and for the promotion of library services and events. The work is performed under the general supervision of professional Librarians, with leeway allowed for the exercise of independent judgement in carrying out assigned duties. Supervision is not generally a responsibility of this class. Incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

- Assists library staff and patrons in the setup and use of computing devices and their related peripheral equipment;
- Assists library staff and patrons with the management and design of the library's web presence and social media accounts;
- Promotes library services by the development, design, and presentation of both physical and digital formats for websites, slide/tape shows and/or printed documents;
- Assist library staff and patrons with troubleshooting routine diagnostic computer and software related problems;
- Support professional Librarians with recommendation and inventory of computing and technology devices;
- Support professional Librarians with creation and maintenance of specialized computer and technology kits for distribution to the member libraries of the C-E-F Library System;
- Assists with the receipt and transit of technology inventory to and from the member libraries of the C-E-F Library System;
- May be responsible for maintaining simple reports;
- May perform general clerical work and maintain documents as necessary;

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:

- Good knowledge of the use and operation of electronic computing devices and related peripheral equipment;
- Good knowledge of various types of software programs;
- Working knowledge of website design, maintenance, and update;
- Working knowledge of installing computer devices, standard audio-visual equipment including but not limited to DVD players, "smart" classroom standard equipment and video cameras/recorders;
- Ability to troubleshoot computer problems;
- Ability to communicate technical information both verbally and in writing;
- Ability to train users in the use of computer software, and various other technology equipment;
- Ability to prepare and maintain records and reports;
- Ability to establish and maintain effective working relationships;
- Ability to follow oral and written instructions.

MINIMUM QUALIFICATIONS: Either:

- (a) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree, or higher, and six (6) semester credit hours in Computer Science, Computer Technology, or related field; or
- (b) Graduation from high school or possession of a high school equivalency diploma and three (3) years of experience providing customer support or instruction, which included troubleshooting computer problems; or
- (c) An equivalent combination of training and experience as defined by the limits of (a) and (b) above.