



**JOB VACANCY ANNOUNCEMENT: TECH TEAM ASSISTANT**  
**OPEN TO CURRENT LIBRARY EMPLOYEES AND EXTERNAL CANDIDATES**  
**APPLICATIONS ACCEPTED THROUGH MARCH 26, 2017**  
**VIGO COUNTY PUBLIC LIBRARY**

**Posting Date: March 13, 2016**

**TECH TEAM ASSISTANT:** The Vigo County Public Library currently has two part-time positions available at the Main Library for the position of Tech Team Assistant. These non-exempt positions offer an average of 20-25 hours per week in the Tech Team Department.

**GENERAL DESCRIPTION:** The Tech Team Assistant is responsible for providing a quality service experience to customers using library computing and technology resources, Haute Create, printing, copying, and faxing services and library collaborative spaces. The Tech Team Assistant participates in department initiatives that develop and promote the VCPL as a source of technology information and exploration for the community and supports the goals and objectives of the Vigo County Public Library.

**JOB FUNCTIONS:**

**Essential Functions Performed Daily:**

- Provide technology assistance to customers including use of public computers, Haute Create, various storage devices such as CD, flash, and external hard drives, printers, copiers, scanners, and fax services.
- Provide individualized instruction to customers in the use of personal technology, internet navigation, email account sign up, the library's website, online catalog, and information resources, Microsoft Office products, and various software applications.
- Assist customers with the use of public computers and monitor time limits on computers.
- Perform basic troubleshooting for public computers, copiers, fax machines, print stations, Haute Create equipment, and print and pc reservation management hardware and software; report unresolved issues to IT or appropriate department.
- Perform basic equipment maintenance in the computer and technology resources area including changing cartridges, restocking paper, cleaning computer screens and keyboards, and various other equipment maintenance tasks.
- Provide customers with general library and resource information and refer in-depth reference inquiries to Reference staff.
- Perform setup/functionality testing/tear-down for computer, AV, telecommunications, and related equipment for meeting rooms and collaborative spaces according to schedule or request.
- Provide technology assistance for customers utilizing collaborative spaces.
- Monitor computer resource area and collaborative spaces including applying designated time limits in conjunction with demand and reservation guidelines.
- Maintain familiarity and ensure compliance with library policies and procedures regarding the use of public computers and collaborative spaces.
- Address customer behavior that is non-compliant with the VCPL Standards of Behavior.

**Essential Functions Performed Periodically:**

- May be asked to test new or upgraded software.
- Maintain awareness of technology trends and working knowledge of software applications available to customers on public computers; troubleshoot software programs.

- Participate in department initiatives to develop and promote the VCPL as a source of technology information and exploration.
- Assist with providing technical support services to staff in the use of computer, peripheral, printing, and telecommunication equipment and software.
- Participate in relevant training opportunities to stay abreast of trends and issues with computers, software, and other electronic devices.
- Attend library department meetings and Staff Association meetings to stay up to date on department projects and help meet the needs of other departments.
- Perform other duties as assigned and assist with special projects when appropriate.

**Additional Functions Performed Periodically:**

- May be asked to assist with staffing public service desks in other departments.

**PHYSICAL AND COGNITIVE REQUIREMENTS:**

- Ability to read, write and understand written and verbal instructions.
- Ability to effectively communicate with the public and staff.
- High degree of mental acuity and verbal communication skills.
- Ability to display tact and patience.
- Ability to move throughout the library in order to assist customers with computer needs and cover public service desks.
- Manual dexterity with ability to utilize computer keyboard, monitor, and mouse.
- Ability to file alphabetic and numerical systems.
- Ability to sit or stand for long periods of time.
- Ability to push carts from 25-75 pounds.
- Ability to reach heights up to six feet utilizing step stool or step ladder and bend to floor levels.
- Ability to lift items ranging from 10-25 pounds.
- Ability to reach equipment below desk level.

**WORK SCHEDULE:** Average of 20-25 hours per week work schedule. The scheduled hours for these positions will be between 9:00 AM-9:00 PM Monday through Thursday, 9:00 AM-6:00 PM Friday, and 9:00 AM-5:00 PM Saturday. When scheduled on Sunday, the hours are from 1:00 PM-5:00 PM, paid at the over-time rate.

**QUALIFICATIONS:**

- High School diploma or equivalent.
- College or post-secondary training in the use of computer hardware and software highly desirable.
- Familiarity with computers and a wide variety of computer software programs including Windows and Microsoft Office applications experience required.
- Must be able to provide one on one customer instruction regarding the use of computers, Internet searches, computer software & equipment.
- Ability to work independently and maintain efficient workflow required.
- Ability to maintain confidential information required.
- Ability to work well with others in a team environment.
- Ability to project patience, display tact, and a positive attitude required.
- Ability to address customer behavior that is non-compliant with the VCPL Standards of Behavior.
- Ability to work in a changing multi-cultural environment.
- Prior experience in and enthusiasm for working with the public desired.
- Computer keyboard skills required.
- Excellent communication skills required.
- Ability to file and perform general clerical duties required.

**SALARY/BENEFITS:** The Tech Team Assistant positions are Job Class C, part-time hourly non-exempt. Rate of pay is \$10.00 per hour; eligible for 8 paid holidays per year; vacation accrual occurs bi-weekly proportionate to hours worked and paid leave hours taken.

**APPLICATION INSTRUCTIONS:**

Apply by 5:00PM, Sunday, March 26, 2017. Methods of application: Online at [www.IndianaCAREERconnect.com](http://www.IndianaCAREERconnect.com) powered by WorkOne, or employer website at [www.vigo.lib.in.us](http://www.vigo.lib.in.us) and click on: About > Careers @ VCPL > to view, download and complete the application form and email it to [application@vigo.lib.in.us](mailto:application@vigo.lib.in.us). This position is also posted on [www.Indeed.com](http://www.Indeed.com).

The Vigo County Public Library is an E-Verify Employer.

- Current library employees who wish to be considered need to complete the VCPL Application for Employment form and submit it to Human Resources by 5:00PM on Sunday, March 26, 2017.

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The Vigo County Public Library provides equal opportunities to all applicants for employment without regard to race, color, creed, religious belief, sex, sexual orientation, national origin, age physical or mental disability, ancestry, or veteran status. Vigo County Public Library complies with all applicable federal state and local laws governing nondiscrimination in employment in every library location. The Equal Employment Opportunity Policy applies to all terms and conditions of employment, including, but not limited to, recruitment, selection, training, hiring, termination, transfer, leaves of absence, compensation, or any other personnel action.