

LIBRARY TECHNOLOGY SPECIALIST

Recruitment #1508-2649DC-001

List Type Original
Requesting Department LIBRARY
Open Date 9/25/2015 12:00:00 PM
Filing Deadline 10/23/2015 11:59:00 PM
HR Analyst Marti Cargile

INTRODUCTION

The Milwaukee Public Library is committed to providing the highest quality of services to internal and external customers. In meeting this commitment, employees are expected to be knowledgeable, competent, dependable, and courteous in the performance of their job responsibilities and to work cooperatively as part of a team.

PURPOSE

Under the direction of the Public Training Coordinator, the Library Technology Specialist works at a neighborhood library as part of Milwaukee Public Library's "Connecting Milwaukee Communities" Broadband Technology Opportunities Program (BTOP) to increase digital inclusion throughout Milwaukee. The Library Technology Specialist manages the day-to-day operation of the public laptops; teaches computer classes; assists the public with computer, basic reference, and technology issues; develops additional curriculum to meet community needs; troubleshoots and completes basic laptop repairs under the direction of the automation department; and works with MPL neighborhood staff to serve the public.

ESSENTIAL FUNCTIONS

Providing computer assistance to the public:

- One-on-one or in small groups, helps the public with issues related to laptops, technology, and basic reference, including assisting with printing, using software, finding answers to public information needs, and searching the Internet and library-provided databases.
- Speaks to community groups and demonstrates library technology.

Managing computer courses offered to the public:

- Using the library's curriculum, holds regularly-scheduled courses on basic computer topics, such as email, the Internet, and word processing, spreadsheet, and presentation software.
- In coordination with the Public Training Coordinator, develops new computer courses to be used system-wide based on community needs.
- Provides statistical and anecdotal reports on class effectiveness and reach.

Assisting with computer maintenance:

- In close coordination with the Automation department, troubleshoots and fixes laptops and desktop computers and printers, such as installing software upgrades, cleaning laptops, removing viruses, and installing new hardware.

Providing general service to the library:

- May coordinate the circulation of laptops for security, ease of access, and positive public experiences.
- May instruct public services staff regarding proper use of and circulation policies related to laptops.
- May provide statistical and anecdotal data for program grant reporting.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.

CONDITIONS OF EMPLOYMENT

- The Library Technology Specialist works a rotating shift that includes some evening and weekend hours.

Library Technology Specialist

MINIMUM REQUIREMENTS

1. Bachelor's degree in information technology, business administration, adult education, or liberal arts from an accredited college or university, **AND**
2. One year of experience providing computer instruction or serving in a help desk capacity.
 - *Equivalent combinations of education and experience may also be considered.*
 - ***IMPORTANT NOTE: Transcripts are required and must be received by the application period closing date. College transcripts should be attached to your online application. Applications without transcripts attached will be considered incomplete and will be rejected. Your transcript must be legible and include your college/university name, your name, the degree completed (if applicable) and the date completed.***

KNOWLEDGES, SKILLS, ABILITIES AND OTHER CHARACTERISTICS

- Ability to provide patient, professional customer service to patrons of all ages and backgrounds.
- Interpersonal skills and the ability to work effectively across all staff levels.
- Ability to work well as part of a team and independently.
- Proficiency using word processing, spreadsheet, presentation, and database software as well as Internet search tools.
- Oral communication, presentation, and training skills; ability to effectively lead computer classes.
- Skill in organizing, prioritizing, and accomplishing work within assignment deadlines.
- Decision-making skills and sound judgment.
- Skill in analyzing and solving problems.
- Ability to read and understand policies, reports, and other work-related documents and follow technical instructions.
- Written communication skills, including the ability to compose correspondence and reports.

CURRENT SALARY

The current starting salary (**PG 5DN**) for City of Milwaukee residents is **\$36,252** annually, and the non-resident starting salary is **\$35,363**.

SELECTION PROCESS

The selection process will be job related and will consist of one or more of the following: education and experience evaluation; written, oral, or performance tests, or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

Initial Filing Date: The examination will be held as soon as practical after **October 23, 2015**. Receipt of applications may be discontinued at any time after this date without prior notice. However, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified of the date, time, and place of the examination. Unless otherwise required by law, the City of Milwaukee will not provide alternative test administration. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.

EEO 501

- ***NOTE: The City's residency requirement set forth in City Charter 5-02 is under litigation. Even though the City is legally able to enforce the current residency requirements based on a recent Wisconsin Court of Appeals decision, the City has agreed to continue to suspend enforcement of the ordinance during the time it may take to know whether the Wisconsin Supreme Court will review the case. Once the Supreme Court refuses review or affirms the Court of Appeals decision, the City intends to fully enforce the ordinance. Consequently, employees who disregard the requirements of the ordinance do so at their own risk. Applicants for City of Milwaukee positions should understand the City's commitment to its residency requirement. During this period of uncertainty it is important to take that into account when submitting an application and more importantly when deciding to accept an employment offer. Please contact (414) 286-3751 if you have questions regarding your individual circumstances as part of the application and/or selection process.***