

LIBRARY TECHNOLOGY SPECIALIST

Recruitment #1809-2649DC-002

List Type	Original
Requesting Department	LIBRARY
Open Date	12/12/2018 10:00:00 AM
Filing Deadline	1/4/2019 11:59:00 PM
HR Analyst	Marti Cargile

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INTRODUCTION

Located on the western shore of Lake Michigan, Milwaukee is an urban hub bursting with energy. Milwaukee provides a casual sophistication – big city appeal without the big-city hassles. We are accessible and affordable, and our residents are welcoming. Milwaukee has evolved through the years, bringing together its unsurpassed old world charm with a breathtaking Art Museum, top-flight arts and cultural attractions, professional sports, lakefront festivals, recreational opportunities and great restaurants.

The Milwaukee Public Library (MPL) offers a dynamic, innovative work environment where each employee contributes to making the Library the best Third Place possible – Inspiration starts here, we help people read, learn and connect!

PURPOSE

Under the direction of the Technology Training Coordinator, the Library Technology Specialist (LTS) increases digital inclusion throughout Milwaukee by working in branch libraries to conduct computer classes, develop curriculum to meet community needs, staff Drop-In Job Centers, assist the public with computer-related questions and technology issues, and troubleshoot computers.

ESSENTIAL FUNCTIONS

Computer Assistance:

- One-on-one or in small groups, help 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.

- Speak to community groups and demonstrate library technology.

Computer Training Delivery:

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

Computer Maintenance:

- In close coordination with the Automation department, troubleshoot and fix laptops and desktop computers and printers, including installing software upgrades, cleaning laptops, removing viruses, and installing new hardware.

General Duties:

- Assist with circulating laptops for security, ease of access, and positive public experiences.
- Assist with instructing public services staff regarding proper use of and circulation policies related to laptops.
- Assist with providing 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 LTS works a rotating shift that includes some evening and weekend hours.
- In addition, the LTS must be able to travel within the Milwaukee Public Library System (main library plus twelve branches) often – sometimes upon short notice. *Private automobile allowance may be paid pursuant to Section 350-183 of the Milwaukee Code.*
- Ability to lift materials weighing 10-20 lbs. unassisted frequently and up to 50 lbs. occasionally.

MINIMUM REQUIREMENTS

1. Bachelor's degree in information technology, business administration, adult education, liberal arts, or a related field 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.*

DESIRABLE QUALIFICATIONS

- Spanish language skills.

KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Knowledge of and proficiency using computer applications such as word processing, spreadsheet, presentation, and database software as well as Internet search tools.
- Knowledge of training techniques and principles; ability to effectively lead computer classes.
- Oral communication and presentation skills so as to share information effectively.
- Customer service skills essential to providing patient, professional assistance to patrons from all socioeconomic, educational, and cultural backgrounds.
- Interpersonal skills to be able to work effectively with staff and community groups.
- Ability to work cooperatively in a team-oriented, collaborative environment with people whose backgrounds may differ from one's own.
- Ability to read and interpret job-related documents and follow technical instructions.
- Written communications skills to be able to prepare clear and precise computer training instructions as well as reports and correspondence.
- Skill in organizing, prioritizing, and accomplishing work within assignment deadlines.

- Skill in analyzing and solving problems as well as making decisions and using sound judgment.
- Ability to learn to troubleshoot basic computer software and hardware issues.

CURRENT SALARY

The current salary range (Pay Range 2BN) for City of Milwaukee residents is \$40,419-\$52,391 annually, and the non-resident salary range is \$39,427-\$51,106. Appointment above the minimum is possible based upon level of experience and other qualifications and is subject to approval.

The City of Milwaukee provides a comprehensive benefit program that includes the following:

- Defined Benefit Pension Plan
- 457 Deferred Compensation Plan
- Health and Dental Insurance
- Comprehensive Wellness Program
- Onsite Clinic Services
- Onsite Employee Assistance Program
- Alternative Work Schedules
- Long Term Disability Insurance
- Group Life Insurance
- Tuition Benefits
- Paid Vacation
- 11 Paid Holidays
- Paid Sick Leave and other paid leaves
- Flexible Spending Arrangement
- Commuter Value Pass

For full details of the benefits offered by the City of Milwaukee, please visit <http://city.milwaukee.gov/Benefits2018>.

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 and the Milwaukee Public Library reserve 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 **Friday, January 4, 2019**. 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.

ADDITIONAL INFORMATION

- APPLICATIONS and further information may be accessed by visiting, <http://city.milwaukee.gov/jobs>.
- If you would like assistance completing an application, please contact the Department of Employee Relations at (414) 286-3751 or staffinginfo@milwaukee.gov.
- The Department of Employee Relations is located at City Hall, 200 E. Wells St., Room 706, Milwaukee, WI 53202.

CONCLUSION

EEO Code 204

The City of Milwaukee values and encourages diversity and is an equal opportunity employer.