JOB DESCRIPTION

Position Title:	**TECHNICAL ASSISTANT**	**Position: #P503-17**
Dept/Branch:	**Public Services**	
Reports to:	**Reference & Instruction Supervisor**	
Position Supervises:	**N/A**	

I.   Position Summary

Under the general supervision of the Reference & Instruction Supervisor or the Branch Head, the Technical Assistant's primary function is to help build people's technical skills and bring alive their interest in what technology can do through a variety of group programming, individual training, and technical assistance. The incumbent will work with a variety of clients, such as children and teens, newcomers, seniors, job seekers, and library staff.

Incumbents assist with program design and delivery as well as provide tech support for meeting/classroom spaces, outreach activities and library eResources. This is a dynamic role where an enthusiasm for digital literacy and a love of teaching are required, in addition to a strong competency with technology and science.

II.   Accountabilities

A.   Public Services

Delivers education-based initiatives that are engaging and interactive for individuals and groups at all levels and incorporates the use of instructional technology, maker space, and computer-based programming.

Conducts class and individual training sessions as it pertains to technical support. Supports the fostering of human exchanges and collaborative learning.

Provides exemplary customer service as well as ensuring a welcoming and inviting atmosphere for library customers. All interactions are conducted in a professional and courteous manner.

Assists patrons with digital collections and devices and provides guidance and assistance in the use of digitally driven production.

Offers sound knowledge of computer hardware and software including but not limited to; Microsoft Windows OS, Microsoft Office suite, Mac platforms with IOS and Android operating systems. Provides audio visual and technical support to programs.

Supports and assists with the development and advancement of MakerSpace.

Troubleshoots and resolves hardware and software problems and recommends repairs as needed. Resolves routine technical problems related to equipment and technology. Reports all unresolved problems.

As needed, provides basic front line service activities such as reference assistance, readers' advisory and circulation. Refers unresolved questions and issues to Supervisor.

B. Non-Public Duties

Provides assistance with program design and protocols related to this support.

In consultation with the I.T. department may provide assistance in the selection of and receiving and installing new equipment and software.

Assists in maintenance of assigned library equipment and refers any unresolved equipment problems to appropriate person or department.

Assists in maintaining the cleanliness and tidiness of facility. Refers any building maintenance problems to appropriate person or department.

Other duties of similar complexity and scope as assigned.

III. Working Conditions

Works in a front-line public service environment and as such, deals with constant interactions with the public, in person or by phone. Has contact with public, employees at branches and Headquarters. May be required to lift and push heavy objects.

IV. Job Specification Requirement

A. Education
Grade 12, plus successful completion of post-secondary (college or university) coursework in computer science equivalent to two full terms of first year general computer science courses providing a broad background in hardware, software, networking and coding.

B. Experience
2 years' technical support experience or formal teaching experience.

Experience in the operation, maintenance and repair of modern tools from advanced software to a variety of equipment.

Experience with 3D printers, sound/recording equipment, video equipment, lighting and green screen studio.

Experience with Social Media Platforms.

C. Other Requirements
1. Excellent oral and written communication skills and a proven ability to communicate with initiative, courtesy and tact with staff and all sectors of the public. Exceptional interpersonal skills. including strong interpretive skills.

2. Comfortable with hands on approach, particularly an ability to improvise with audiences of varied ages, the use of hand tools, electronics, computer software, hardware and other various technologies. Demonstrated talent and passion for problem solving

3. Knowledge of reference sources, reference interview techniques and search strategies.

4. Demonstrated success building learning experiences and community relationships. Must have a strong desire to interact with the public and to educate.

5. Proficiency with a wide variety of software and hardware including mobile tech, Windows and Mac platforms with IOS and Android operating systems. Ability to learn quickly, both technical and software knowledge and technical skills as it applies to technology such as computer and digital equipment.

6. Experience with Maker technology.

7. Excellent organizational skills, with the ability to work independently as well as in a team environment.

8. Demonstrated planning skills. Aptitude for detailed work. Ability to work well under pressure.

9. Keyboarding speed minimum 35 wpm

10. Valid BC Driver's License.

11. Must have own vehicle.

Drafted by:

Carla Phillips, Director of HR _____

Date: _____

Approved by:

Stephanie Hall, Chief Executive Officer _____

Date: _____

INPUT PROVIDED BY:

Name	Position	Location
Amy Wright	Technical Assistant	Kelowna
Keenan Farquharson	Technical Assistant	Kelowna
Christine McPhee	Branch Head	Kelowna
Georgia McKay	Public Services Manager	HQ
Monica Gaucher	Public Services Manager	HQ