

Position: PC Support Specialist and Bookmobile Clerk
Reports to: IT Coordinator
FLSA status: Non-exempt
Created: 01-19-2021

Description: A technical/clerical position, under the direct supervision of the IT Coordinator with responsibility for providing technical and clerical support for end user technology in the VLS office and member libraries. Position duties also involve riding on the bookmobile and providing direct circulation of materials to the public.

Supervision: (Given and received)

- Given: None
- Received: Performs a variety of routine work within established policies and procedures, and receives detailed instructions on new projects and assignments from the IT Coordinator and Director.

Duties and Responsibilities

Technology Support—75%

1. Provide technology support for member libraries and VLS staff
2. Configure and install PCs and peripherals such as printers and barcode scanners
3. Configure and install mobile devices
4. Assist with managing software within the VLS office and at member libraries, such as:
 - Office productivity applications
 - PC security and management applications
 - Windows Operating System
5. Perform special projects and assignments, which may not be recurring
6. Perform other duties as requested by supervisor or Executive Director

Clerical—25%

1. Rides the bookmobile and is involved in the direct circulation of materials to the public. Checks materials in or out, helps patrons find items, re-shelves materials and is responsible for maintaining circulation files.
2. Performs other duties as requested by supervisor or Director

Job Standards

- High school diploma or GED; 2 or more years of experience in PC/technology support preferred
- Experience with and understanding of computer technology, including but not limited to PCs, peripherals, mobile devices
- Experience with and understanding of Windows PC operating systems
- Strong customer service and communication skills
- Must be able to lift up to 50lbs and operate a hand truck
- Ability to work with minimal supervision

- Requires frequent movement between job sites.

Organizational Standards

- Remain flexible, receptive and adaptive to change
- Ability to organize and prioritize work projects
- Possess the ability to deal tactfully with coworkers, board members, clients, vendors and the general public
- Possession of a valid Minnesota driver's license in good standing
- Follow and adhere to organizational policies and procedures
- Understand and apply basic principles of good housekeeping and safety
- Able to read, write, spell, speak and understand English

Equipment

- Must be able to operate:
 - Computing equipment including desktop, laptop peripherals and mobile devices
 - Motorized vehicles
- May be required to operate office equipment including but not limited to network copier, postage meter, telephone system, scanner, and teleconferencing equipment
- Other equipment as added to VLS workflow and appropriate for use with assigned job duties

Working Hours and Environment

- Generally Monday through Friday and may be required to work beyond normal schedule
- Works indoors in a climate-controlled environment approximately 75% of the time. While visiting member libraries, attending meetings, riding along on the bookmobile, will be exposed to seasonal conditions in outside weather, approximately 25% of the time.
- Will drive a VLS vehicle to member libraries within the region
- Will transport computers and/or peripherals between VLS Headquarters and member libraries

General Notes

- This job description is not intended to be all-inclusive, additional details will be specified by the supervisor or Director
- Management reserves the right to change job responsibilities, duties and hours as needs prevail
- VLS is an at-will employer. This job description is a guideline and does not constitute a written or implied employment contract

This position requires a criminal background check and driving record examination for all finalists.