

COMMUNITY TECHNOLOGY COORDINATOR

Department: Community Technology
Revised Date: June 2018

Class Code:
FLSA Status: Exempt

GENERAL PURPOSE: To connect with staff and the community in a meaningful manner that encourages creativity and exploration. This position requires a strong commitment to design-centered learning coupled with a vision for using emerging technologies and evidence-based decision practices.

PRIMARY DUTIES AND RESPONSIBILITIES:

The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

- Coordinate and schedule programming for professional development of both staff and public to meet technology proficiency goals.
- Manage the delivery of programs, including learning experiences for SPL programs and community outreach.
- Build and maintain relationships with external partners and organizations.
- Increase access, interest, and skills in technology, particularly for diverse communities
- Supervise, evaluate, and recruit Community Technology support staff, volunteers and interns
- Participate in cooperative long range planning to make the most effective use of resources.
- Regularly evaluates and makes recommendations for SPL staff training/knowledge needs.
- Solicits, responds to, and utilizes staff and customer feedback.
- Willingness to pursue professional development as needed for the position.
- Use effective positive interpersonal communication skills.
- Actively participates in SPL culture/community.
- Provide direct service to the public.

MINIMUM QUALIFICATIONS:

Education and Experience:

- Bachelor's degree in a related field OR an equivalent combination of education and experience.
- Ability to effectively troubleshoot and problem solve a variety of hardware and software problems.
- Ability to work independently.
- Experience in program development or coordination.
- Ability to develop clear goals and strategies for integrating technology.
- Ability to work often with others in a team environment.

Required Licenses or Certifications:

- Must possess a valid Driver's License.

Preferred Knowledge of:

- Existing and emerging digital media services, applications and technologies.
- Principles and practices of information technology.
- Troubleshooting hardware, software, operating systems, network connectivity and mobile devices.
- Technical support processes and procedures.
- Customer service standards and protocol.
- Computer systems, mobile devices and other tech products.
- Creative culture and the Maker movement.

Preferred Skill in:

- Coordinating and performing a variety of technology functions.
- Establishing and maintaining effective working relationships with other staff, Library departments and personnel, vendors and the general public.
- Collaborative, respectful, collegial, engaging and responsive with children and adults.
- Enthusiastic and energetic about technology integration.
- Purposeful in planning and execution, including problem-solving approach to difficulties and conflicts.
- Patient and encouraging to others while teaching and supporting technology integration implementation.
- Clear and effective writer and public speaker, including communication about technical issues to a variety of groups.
- Strong technology skills and resourceful in skill development.
- Confidence in trying new ideas and learning from failures.
- Organization and development of effective systems.

Physical Demands / Work Environment:

- Work is performed in a standard office/technology environment and is subject to sitting, standing, walking, bending, reaching and lifting objects 35 pounds or more.