

COMMUNITY TECHNOLOGY COORDINATOR

Department: Community Technology
Revised Date: January 2019

Class Code:
FLSA Status: Exempt

GENERAL PURPOSE: Spokane Public Library is a Community of Learning and the Community Technology Specialist will connect the community and staff to technical assistance and promote awareness of emerging technologies like virtual reality, electronics and 3D printing.

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.

- Design and implement meaningful technology experiences for the community.
- Increase access, interest, and skills in technology, particularly for diverse communities.
- Participate in cooperative long-range planning to make the most effective use of resources.
- Supervise, evaluate, and recruit Community Technology volunteers and interns.
- Provide technical assistance and support for incoming queries and issues related to computer systems, software and hardware.
- 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.
- Ability to explain technical solutions to end-users.
- 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.

Accommodation Information: We are committed to providing reasonable accommodations to employees with disabilities. If you are a person with a disability and need assistance in the application process or during the selection process, or if you require any modifications to your work environment, please let us know so we can provide you with a supportive work experience.

About Spokane Public Library

The Spokane Public Library's mission and vision is to be a community of learning and to inspire a thriving city through cultural and educational opportunities. We value education, collaboration, diversity, innovation, the customer experience, and everyday accountability. Since 1894, we have been dedicated to bringing people, information, and ideas together for the continuous growth and success of our community.

We are committed to staff development, recruitment, and promotion that embraces diversity in age, race, color, ethnicity, marital status, gender identity or expression, language, national origin, mental and physical ability, religion, sexual orientation, veteran status, and other characteristics. We are committed to creating a workplace that is welcoming of intersectional identities in all its forms.