

## **Northwest Georgia Regional Library Information Technology Assistant**

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**The Information Technology Assistant at NGRL reports to the Technology Services Librarian and is responsible for management of NGRL Internet Lines; NGRL Networks (In-house and Wireless); Statistical reporting; Responding to assignments from the NGRL Helpdesk; installation, maintenance, update, repair, and troubleshooting of NGRL networks, computers, software, and peripherals; courier duties; and provision of instruction to staff and patrons. This position requires weekend rotation work.**

### **Duties**

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Library Information Technology Assistant duties include (but are not limited to):

- Provides installation, maintenance, update, and repairs for all technology equipment in the region on a regular basis.
- Troubleshoots and resolves issues reported to the IT department.
- Run and maintain cabling, wireless access points, and other networking equipment.
- Help plan and participate in instructional programs, such as programs on computer, internet and software usage; provides NGRL staff training; provides train the trainer instruction; patron computer classes.
- Courier computers, equipment, peripherals, network devices, and/or library materials to branch libraries for delivery at least 1 day per week.
- Reports any major issues and confers with the Technology Librarian and Library Director concerning all aspects of NGRL networking, computer, or library information technology issues.
- Maintains statistical information such as wireless usage; assists the library director in gathering data and preparing statistical reports as needed.
- Attends workshops, seminars, etc. to stay abreast of developments in library operations and technology.
- Stays current on new technological procedures, processes, and equipment.
- Stays current on issues relating to the computer, network systems, and the Internet.
- Makes unscheduled visits to any affiliated library if a technology emergency arises.
- Confers with the Technology Librarian and Library Director as needed concerning all aspects of technology services.
- Assists with circulation on weekend rotation and as required.
- Covers shifts in the computer lab as assigned.
- Performs other duties as assigned.

### **Education**

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#### **Minimum Qualifications:**

Certification in Computer Information Systems or Networking with 1 years' work experience in field of computer network systems installation, maintenance, and repair.

**Preferred Qualifications:**

Associate's degree in Computer Information Systems, with 2 years' work experience in the field of computer network systems installation, maintenance, and repair (plus library experience.)

**Skills Required**

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**Computer skills:**

- Software installation and upgrades across a network
- Setup, use and troubleshooting of networks, firewalls, wireless, SIP, internet lines, and VoIP phone systems.
- Computer and peripheral troubleshooting

**Customer-service skills:**

- Outgoing, Friendly
- Polite, patient
- Service oriented, eager to help

**Instructional skills:**

- Organized in preparing handouts and designing course content
- Personable to deliver course content, confident, well spoken (volume and language skills)
- Patience to work with beginners

**Work Environment**

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The library information technology assistant will generally work indoors. Much of the time is spent at desks or computer terminals. Time is also spent in the library van traveling between library branch locations while delivering computers, equipment, or peripherals and/or installing or upgrading the same. Time will be spent standing while delivering class instruction for up to 2 hours at a time. Some tasks may require bending, stretching, reaching and possibly lifting boxes up to 40 lbs.