

**CITY OF EAST LANSING
EAST LANSING PUBLIC LIBRARY
JOB DESCRIPTION**

AVAILABLE POSITION:

Technology Specialist

PAY RATE:

\$17.10/hour

HOURS PER WEEK:

25-hours per week. Non-exempt; At-Will; Contingent position
Includes night and weekend hours

Reports to: Head of Technology Services

Department: Technology Services

Positions Supervised: Volunteers

PURPOSE:

Twenty five (25) hour per week vacancy for an energetic, team oriented Technology Specialist with a strong commitment to innovative programming; the maker movement; and patron and staff technology training and development. The Technology Specialist will work with the Technology Services team to develop and support technology; STEAM and maker programming at the East Lansing Public Library; provide group and one-on-one technology, STEAM and maker training to patrons and staff; create content for the library's website, intranet and social media platforms; and provide public service at multiple service points.

ESSENTIAL POSITION FUNCTIONS

- 1) Staff the library's Maker Studio and other public service points during assigned public service periods.
- 2) Maintain and troubleshoot equipment in library and Maker Studio.
- 3) Maintain documentation on Technical Services work flows, procedures, and trouble shooting.
- 4) Develop and lead technology, STEAM and maker programs and workshops.
- 5) Use established systems and procedures to respond to, schedule and manage patron inquiries requesting Maker Studio appointments, training, and questions.
- 6) Provide group and one-on-one technology, STEAM and maker training to patrons and staff.
- 7) Create training documentation, workshop outlines, handouts, displays and demonstrations to support technology, STEAM and maker programs.
- 8) Work with programming staff to support STEAM and maker programming.
- 9) Assist with content creation and administration of library website and Intranet.
- 10) Other duties as assigned.

REQUIRED QUALIFICATIONS

Education, Training and/or Experience

- 1) Associate degree.
- 2) Experience with 3D printing and 3D scanning technology.
- 3) Customer service experience and exceptional customer service skills.
- 4) Experience with training, teaching and coaching.
- 5) Experience with web technologies, social media and other technologies.
- 6) Experience with the maker movement including technologies, practices, trends and methods.
- 7) Exceptional written and oral communication skills.

Knowledge, Skills, Abilities and Personal Characteristics

- 1) Ability to stay current on technology trends.
- 2) Ability to think creatively and critically about technology issues.
- 3) Ability to motivate and coach staff.
- 4) Ability to define problems, collect data, establish facts and draw valid conclusions.
- 5) Comfortable implementing programs and speaking before large groups.
- 6) Ability to design and facilitate experiences and programs to enable creative and maker based opportunities for patrons and library staff.
- 7) Possession of excellent critical thinking skills and the ability to make sound decisions.
- 8) Ability to work effectively with all age groups and all skill levels.

PREFERRED QUALIFICATIONS

- 1) Experience and/or education in the fields of Science, Technology, Engineering and Mathematics.
- 2) Experience with Windows and Apple operating systems and iOS and Android mobile devices.
- 3) Experience with Content Management Systems.
- 4) Bachelor's Degree.

PHYSICAL DEMANDS

- 1) Ability to sit and use computer for extended periods and operate standard office equipment
- 2) Ability to lift and move up to fifty (50) pounds
- 3) Ability to push book trucks with up to 150 pounds of materials on them
- 1) Ability to perform repeated reaching, bending and squatting
- 4) Travel by automobile is required.
- 5) Ability to crouch and kneel to reach equipment near the floor.

WORKING CONDITIONS

- 1) Majority of work performed in library environment and East Lansing community
- 2) Requires schedule changes before, during and after scheduled programs.
- 3) Requires evenings and weekends
- 4) Requires periodic participation and attendance at events and training

This position description is not intended to be a complete list of all responsibilities, skills or working conditions associated with position and is subject to review and change at any time in accordance with the needs of The East Lansing Public Library. Reasonable accommodations may be made to enable someone with a qualifying disability to perform the essential functions of the position.

APPLY: East Lansing Public Library
Attention: Lauren Douglass, Head of Technology Services
950 Abbot Road
East Lansing, MI 48823
ldougla@cityofeastlansing.com

Please fill out [application](#); Include resume and cover letter.

DEADLINE: Open until filled

EAST LANSING IS AN EQUAL OPPORTUNITY EMPLOYER