CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 901.1

Job Title: **LIBRARY TECHNOLOGY SERVICE SPECIALIST**

Pay Grade: 13

GENERAL SUMMARY:

Guides and assists customers in using a variety of technologies, equipment, and services featured and highlighted by the Houston Public Library.

RESPONSIBILITIES:

- One-on-one or in small groups, assists with 3D printing, laser cutting, digitization, scanning, custom embroidery, robotics, virtual reality headsets and digital artistry.
- Guides customers in video production activities including recording and editing video; using green screen technology and teleprompters; and multiple microphone setups.
- Assists customers in music production, involving recording vocals, live and virtual instruments, mixing and editing digital audio, and creating streaming media content.
- Develops and conducts regularly scheduled group workshops on various technologies and maker space devices.
- Facilitates workshops on using Microsoft Products (Excel, Powerpoint, MS Word), Adobe applications (Photoshop, Premiere, Dreamweaver), digital animation, creating multimedia presentations, music and video production.
- Conducts outreach to neighborhood institutions and organizations as needed; examples are neighborhood civic clubs, elementary schools and community colleges.
- Troubleshoots equipment and computer problems; attempts solutions before escalating to Desktop Support team, manufacturer, or third-party repair.
- Installs software upgrades and new technology hardware at their respective location.
- Gathers or collects data to generate reports, activity logs, and related utilization information.
- Performs other related duties as assigned.

SPECIFICATIONS:

KNOWLEDGE:

Requires a high school diploma or a GED.

SPECIFICATIONS: (continued)

EXPERIENCE:
Two years customer service experience working in an environment providing or supporting technology services.

COMPLEXITY:
Work consists of standard procedures and tasks where analytic ability is required in following guidelines, policies and precedents.

IMPACT OF ACTIONS:
Errors in work cause some expense and inconvenience. Work is typically performed under moderate supervision within standard operating procedures. The incumbent functions under general review and at times autonomously, with the supervisor available to answer questions as they arise.

SUPERVISION EXERCISED:

Direct Supervision:
No direct supervision

Indirect Supervision:
No indirect reports.

CONTACTS:

Internal Contacts:
Level of internal contact is primarily with the clerical and technical staffs and occasionally with professionals and supervisors. Interaction involves routine information exchange and/or simple service activity requiring common courtesy; e.g., answering questions, giving directions in response to simple requests.

External Contacts:
Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations. Interaction involves routine information exchange and/or simple service activity that requires common courtesy; e.g., directing calls, and answering simple questions.

PHYSICAL EFFORT:
The position occasionally requires stooping or bending. Occasional very light lifting, such as three or four reams of papers or books (up to 20 pounds or an equivalent weight) may be required.

WORK ENVIRONMENT:
There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions.

PHYSICAL SKILL:
Requires the ability to make simple gross motor responses within large tolerances.

MISCELLANEOUS:
All duties and responsibilities may not be included in the above job description.

JOB FAMILY:
Library Technology Service Specialist
Senior Library Technology Service Specialist
Library Technology Service Supervisor