CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 901.3

Job Title: **SENIOR LIBRARY TECHNOLOGY SERVICE SPECIALIST**

Pay Grade: 15

GENERAL SUMMARY:

Leads daily activities in the TECHLink space of the Houston Public Library. Guides, assists customers with a variety of technologies, equipment, and services featured and highlighted by the Houston Public Library.

RESPONSIBILITIES:

- Leads the daily activities of staff and volunteers in the operations of the technology space.
- 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, 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 and elementary schools and community colleges.
- Troubleshoots equipment and computer problems; attempts solutions before escalating to Desktop Support team or for 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:
Three 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 and within standard operating procedures. The incumbent occasionally can function autonomously, with the supervisor available to answer questions as they arise.

SUPERVISION EXERCISED:

Direct Supervision:
Involves general scheduling and review of work as a 'working supervisor' or lead.

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 requires moderate tact and cooperation; e.g., scheduling and/or coordinating two personal calendars, resolving problems and/or obtaining necessary information.

External Contacts:
Level of external contact is primarily with lower-level service representatives and vendors and occasionally with citizens, visitors and/or mid-level government agencies, guests, vendors and professional contacts with allied organizations. Interaction involves information exchange and/or simple service activity requiring moderate tact and cooperation.

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 occasional minor discomforts from exposure to less-than-optimal temperature and air conditions. The position may involve dealing with modestly unpleasant situations, as with occasional exposure to office chemicals and/or extensive use of a video display terminal.

PHYSICAL SKILL:
Requires the ability to make coordinated gross motor movements in response to changing external stimuli within moderately demanding tolerances; or the ability to make coordinated eye/hand movements on a patterned response space within low tolerance demands with no real speed requirements.

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

Effective: February 2021
Revised: April 2025