CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 901.8

Job Title: **LIBRARY TECHNOLOGY SERVICE SUPERVISOR**

Pay Grade: 21

GENERAL SUMMARY:

Supervises the operations and staff of an assigned TECHLink location of the Houston Public Library. Guides and assists customers in using the technologies, equipment and services featured and highlighted by the department. Engages in community outreach and assists with special projects to promote and provide innovative services to diverse populations.

RESPONSIBILITIES:

- Responsible for daily operations and activities of the facility, ensuring that equipment is functioning, that pertinent status and statistical reports are made, policies adhered to, and customer feedback addressed.
- Supervises the Technology Service Specialists, develops work plans and evaluations, administers staff schedules, time and attendance.
- Assists support staff with work-related problems to improve job performance; may communicate with departmental and external sources to seek resolution.
- 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.
- Conducts outreach to neighborhood institutions and organizations as needed; examples are neighborhood civic clubs, elementary schools and community colleges

SPECIFICATIONS:

KNOWLEDGE:
Requires a Bachelor's degree.

EXPERIENCE:
Four years of professional experience in library, information services, or education is required.

SUBSTITUTION:
Directly related professional experience in library, education, or management may be substituted for the education requirement on a year for year basis.

SPECIFICATIONS: (continued)

COMPLEXITY:
Work requires the direct application of a variety of procedures, policies and/or precedents. Moderate analytic ability is required in applying guidelines, policies and precedents, and in adapting standard methods to fit facts and conditions.

IMPACT OF ACTIONS:
Errors in work could lead to moderate expenses and inconveniences. Work is typically performed under limited supervision with alternating period of relative autonomy and general review. The supervisor generally plays a substantial role in setting objectives and organizing work.

SUPERVISION EXERCISED:

Direct Supervision:
Involves scheduling, supervision and evaluation of work as a "first-line supervisor"; recommends personnel actions, such as hiring, terminations, and pay changes of non-supervisory personnel.

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 citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations. Interaction requires moderate tact and cooperation; e.g., responding to questions which require some research to provide the correct answer.

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 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