

Position Title	Technology Instruction Specialist		
Working Title			
FLSA Status	Eligible	Job Code	
Salary Band	MP1	Revised	2/2022

### General Purpose

With supervision and oversight from a Public Services Manager or Librarian, this position assists in the planning of library programs, develops, and conducts virtual and in-person training for customers and staff, and implements and conducts library programs and training classes in and related to the District technology spaces and provides direct library services to customers.

### Illustrative Examples of Duties and Responsibilities

As part of a team, plans, implements, and conducts library programs and technology training classes at the Studio at the Spokane Valley Library, the Lab at North Spokane, and/or similarly purposed District spaces.

Develops and conducts virtual and in-person training for customers and staff in the use of equipment and technology, including, but not limited to, video cameras, editing software, scanners, 3D printers and cutters, and community-responsive learning experiences.

Collaborates with other departments to film, edit, prepare, and submit video content for internal and external use.

Writes blogs, articles, reviews, or other items, relating to the work and programs occurring in technology spaces in the District.

Cleans and disinfects work and public areas during assigned shifts

Performs other technology related duties as necessary.

When not directly engaged in the work above, this position is expected to:

- Provide direct library service to customers; perform readers' advising and information services in response to customer inquiries; assist in circulation services as needed.
- Respond to customer inquiries regarding library services and resolve routine complaints; refer inquiries or issues to other departments or staff as appropriate
- Assist with other library programming including hosting and presenting.
- Instruct customers in the use of library equipment and technology, including, but not limited to, logging in and out of public computer and printing stations, using material check-out computers and equipment, accessing library account information, and paying fines and fees online, searching the library catalog and placing holds, searching online databases, using online learning tools. Assist customers in the use of personal technology.

May perform seasonal tasks such as shoveling snow and spreading ice melt

*The duties listed above are intended only as illustrations of the types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.*

**Supervision:**

Reports to:	Public Services Manager or Librarian
May Supervise:	Technology Assistant

**Qualifications**

The ideal candidate will have three years customer service experience and experience with video cameras, editing software, scanners, 3D printers and cutters or similar technology.

*The District may accept an equivalent combination of education and experience in lieu of the above.*

**Necessary Knowledge, Skills & Abilities**

Knowledge of	Library resources, programs, and services.
	Video cameras, editing software, scanners, 3D printers and cutters
	Principles of intellectual freedom and open access.
	Literature with adult, teen, and youth focus.
Skill in	Use of various software programs, including ILS and video editing software
Ability to	Find and use resources to provide requested information.
	Demonstrate clear and concise speaking skills with individuals and groups.
	Communicate effectively with staff and others, both orally and in writing
	Consistently demonstrate effective customer service behavior(s);
	Interact in a professional and respectful manner with District staff and the public;
	Maintain confidentiality of customer information;
	Establish and maintain effective working relationships in a team environment;
	Use initiative, problem-solving skills, and sound judgment;
Work quickly and accurately; follow directions; meet deadlines.	

**Work Environment**

Work is performed primarily in a library environment. The noise level is typically quiet to moderate. Work may be performed outdoors and exposure to extreme weather conditions may occur.
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**Remote Work**

Not eligible for remote work.
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**Physical Demands**

An individual performing the duties in this position may be required to stand, walk, stoop, kneel, reach, bend, and/or crouch for extended periods of time; lift, carry and/or grasp up to 40 pounds and/or push and/or pull objects weighing 50-100 pounds on a wheeled cart or hand truck. May occasionally be required to push and/or pull objects weighing up to 200 pounds on a wheeled cart. May be required to perform duties outdoors, in various weather conditions.
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**Special Requirements**

Background check required, per policy.
Driver's license record check may be required
Must have valid driver's license and required insurance when operating a privately owned vehicle for business purposes
Must be able to travel to various locations to perform work, and/or attend work-related meetings, workshops, or conferences

*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*