

**Emerging Technology Specialist**  
Labor Grade 11 (\$13.00-18.00)

**Description:**

Responsible for troubleshooting software and hardware issues. Help maintain the library's social media platforms. Responsibilities include implementing, training, and informing patrons and staff on emerging technologies. Duties will also include working at the reference desk and providing reference and readers' advisory services.

**Department:** Technology/Reference Services

**Reports to:** Director/Head of Adult Services

**Positions Supervised:** None

**Minimum Qualifications:**

- Two years of college and training/experience in computer hardware, software, and networking
- Strong technology and social media experience

**Requirements:**

- Ability to troubleshoot common software applications, operating systems, and hardware
- Ability to install, upgrade, and maintain computer hardware, software, and network components
- Knowledge of web trends, social media platforms, and other emerging technologies
- Ability to communicate effectively, both in written and verbal format
- Ability to meet and deal with people effectively
- Able to maintain confidentiality
- Ability to learn the principles and practices of library work
- Ability and willingness to learn and use current and future technology
- Ability to learn reference materials and techniques
- Able to work a flexible schedule, including evenings and weekend

**Responsibilities:**

- Provide technology support to staff and patrons
- Assess automation problems, consult with CPL staff, and take corrective measures as appropriate
- Handle hardware and software replacement and/or repair
- Work with the PR Team to manage website and social media content
- Provide training to inform patrons and library staff in the use of virtual services and emerging technologies
- Provide direct library service to public, such as working at the reference desk, readers' advisory, and programming
- Collaborate with both adult and children's department
- Demonstrate excellent customer service skills
- Assist patrons with technology, including teaching basic computer classes and e-media assistance

- Assist with collection development, with an emphasis on e-media
- Create displays and help market collection
- Responsible for building in absence of management team
- Maintains patron confidentiality.
- Effectively communicates with patrons and co-workers.
- Perform other duties as required