

Position title: **SENIOR DIGITAL MEDIA LAB SPECIALIST**

Grade Level: **7**

General Statement of Duties:

Under the direction of the Manager, IT Planning and Administration, the Senior Digital Media Lab (DML) Specialist coordinates, trains and monitors DML staff in providing technical support and related programming to patrons utilizing digital media equipment, hardware, software, printers, mobile devices, and other technologies in a community maker space environment.

Essential Duties:

Coordinate the planning, promotion and execution of DML programs; assist other library departments with tech-related activities/programs as requested.

Design and maintain a program calendar for scheduling DML activities; assist the IT Manager in scheduling DML staff to ensure adequate coverage during all public hours and special events.

Participate in the selection and conduct/oversee the training of new DML staff.

Oversee routine maintenance of DML equipment to ensure that iMac computers and other devices are updated in a timely fashion.

Organize and monitor DML supplies and advise IT Manager when items need to be purchased.

Participate in and contribute to planning sessions regarding DML programs and services.

Greet Lab visitors, check patron identification and assign workstations; enforce time limits if there is a waiting list.

Acquire and maintain knowledge of the content and capabilities of equipment and products available to patrons in the Digital Media Lab.

Respond to inquiries and assist patrons with audio/video production equipment, photo editing software, creation software, 3-D printers and other technology or products by providing help sheets, manuals and instruction.

Perform routine maintenance (cleaning screens, adding paper to printers, etc.) on Lab equipment.

Troubleshoot minor technical problems such as printer jams, computer malfunctions, etc.; report major equipment and/or software issues to the Information Technology Department.

Be accessible and approachable to patrons and provide excellent customer service to them.

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Train other library staff on technologies used in the DML as needed.

Maintain an attractive and inviting atmosphere in the Lab, including light cleaning of work surfaces and emptying waste containers.

Contribute to daily record keeping and usage statistics.

Participate in appropriate continuing education activities to maintain an awareness of new trends and developments in technology and related fields.

Participate in departmental projects and objectives as assigned by manager.

Minimum Qualifications:

Bachelor's degree and at least two years of technology-related experience, preferably in a public service environment; some supervisory experience preferred

Demonstrated proficiency and comfort with a variety of hardware and software products, email and the Internet

Ability and willingness to learn new and developing technologies

Experience in assisting others with the use of technology

Ability to plan and present training programs with confidence and ease

Friendly customer service attitude; ability to communicate tactfully and courteously with the public

Excellent English communication skills, both orally and in writing

Ability to be self-directed and work with minimum supervision once given specific tasks or responsibilities

Ability to be flexible and embrace change

Ability to be on time and dependable

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Physical Demands

Ability to work a varied schedule including day, evening and some weekend hours.

Ability to read numbers and letters in both print and on screen.

Ability to speak and hear the spoken word

Manual dexterity to install, configure, operate and troubleshoot computers and other technical equipment

Ability to lift and move computers, printers, copiers and other equipment

