

Position title: **DIGITAL MEDIA LAB SPECIALIST**

Grade Level: 6

General Statement of Duties:

Under the direction of the Manager, IT Planning and Administration, the Digital Media Lab Specialist monitors, instructs and provides technical support to patrons utilizing digital media equipment, hardware, software, printers, mobile devices, and other technologies to learn, create and collaborate in a community maker space environment.

Essential Duties:

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.

Train other library staff on technologies used in the Lab 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.

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Minimum Qualifications:

Technology-related bachelor's degree preferred but consideration given to college students pursuing a relevant degree

At least one year of related experience, preferably in a public service environment

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

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

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

