

**Position Title:** TECHNICAL ASSISTANT **Position: #P503-19**  
**Dept/Branch:** Public Services  
**Reports to:** Branch Head Librarian, Community Librarian or Reference & Instruction Supervisor  
**Position Supervises:** N/A

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**I. Position Summary**

Under the general supervision of the Branch Head Librarian, Community Librarian or Reference & Instruction Supervisor, the Technical Assistant’s primary function is to help build people’s technical skills and bring alive their interest in what technology can do through a combination of group programming, individual training, and technical assistance. The incumbent will work with people of all ages and skill levels including children and teens, seniors, newcomers job seekers, and library staff. This position also involves performing circulation and reference duties.

Incumbents will design and document library programs in support of technology learning, Makerspaces, and STEM programming. This is a dynamic role where an enthusiasm for digital literacy and a love of teaching are required, in addition to competency with technology. This position will be required to deliver programs outside of their home branch.

**II. Accountabilities**

**A. Public Services**

Provides exemplary customer service as well as ensuring a welcoming and inviting atmosphere for library customers. All interactions are conducted in a professional and courteous manner.

As needed, provides front-line service activities such as reference assistance, readers’ advisory and circulation.

**Instruction & Programming**

Designs, plans, prepares and delivers original programs for adults, teens and children. Programs are centred around innovation, technology and creativity.

Conducts class and individual technology training sessions, including basic computer use, use of mobile technologies, and use of library specific resources.

Develops materials to support programs including handouts, lesson plans or outlines, and presentation decks etc.

**Technology Spaces**

Provides technical assistance to patrons using the Makerspace equipment stations.

Delivers maker-station orientations, certifications and programs.

Develops procedures and documentation to support the use of technological equipment.

Troubleshoots and resolves technical issues in the Makerspace. Refers unresolved items to IT.

**B. Other Duties**

Participates in relevant committees.

Other duties of similar complexity and scope as assigned.

### **III. Working Conditions**

Works in a front-line public service environment and as such, deals with constant interactions with the public, in person or by phone. Has contact with public; and employees at other branches. May be required to lift and push heavy objects. Some travel required.

### **IV. Job Specification Requirement**

#### **A. Education**

Grade 12, plus one year of coursework in Digital Media, Computing Science Education, or other relevant field of study.

#### **B. Experience**

Experience is required with some combination of video and audio production, 3D printing technology, or DIY electronics and related tools.

At least 2 years experience in a related field is required.

Experience in the operation, maintenance and repair of modern tools from advanced software to a variety of equipment.

Experience with Social Media Platforms.

#### **C. Other Requirements**

1. Excellent oral and written communication skills and a proven ability to communicate with initiative, courtesy and tact with staff and all sectors of the public. Exceptional interpersonal skills, including strong interpretive skills.
2. Demonstrated talent and passion for problem solving
3. Demonstrated success building learning experiences. Must have a strong desire to interact with the public and to educate.
4. Proficiency with a wide variety of software and hardware including Windows and Mac platforms and iOS and Android operating systems. Ability to learn new technologies quickly.
5. Excellent organizational skills, with the ability to work independently as well as in a team environment.
6. Demonstrated planning skills. Aptitude for detailed work. Ability to work well under pressure.
7. Holds self accountable; takes ownership for personal behaviour, demonstrates transparency in activities and relationships.
8. Ability to recognize, respect, and work effectively with individuals and groups with diverse perspectives and backgrounds.
9. Valid BC Driver's License.
10. Must have own vehicle.

**Drafted by:**

Carla Phillips, Director of HR

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Date:

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**Approved by:**

Don Nettleton, Chief Executive Officer

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Date:

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**INPUT PROVIDED BY:**

<b>Name</b>	<b>Position</b>	<b>Location</b>
Heather Marnier	Technical Assistant	Westside Learning Lab
Seva Lynov	Technical Assistant	Kelowna
William Latta	Technical Assistant	Kelowna
Christine McPhee	Public Services Manager	HQ
Monica Gaucher	Public Services Manager	HQ