



## **Full Time Technology Support Clerk**

### **Responsibilities include, but are not limited to:**

- Assisting patrons and staff with computers, mobile devices, printing, and digital resources.
- Assisting staff with hardware problems/maintenance.
- Advanced information technology, digital literacy, and troubleshooting skills, or a willingness to undertake training in these areas, are highly desirable.
- Supporting makerspace equipment including 3D printers, Cricut machines, poster printer, heat press, and related technologies.
- Providing one-on-one tech help and group instruction.
- Maintaining public and staff computers and equipment.
- Assist staff with use of media systems in community meeting and program rooms.
- Create and present courses for patrons on using current and emerging technologies.
- Assist with photocopier and printer maintenance.
- Assist staff with statistics compilation.
- Other duties as assigned.

### **Knowledge, Skills, and Abilities:**

- Excellent customer service and communication skills
- Have working knowledge of computer basics, Windows and MAC systems, smart devices, and Google products.
- Familiarity with printers, peripherals, and basic network troubleshooting.
- Comfortable knowledge/skills with an assortment of in-house technology such as scanners, makerspace technology (3D printers, Cricut machines, poster printer, etc.), SAM, screen projectors, etc.
- Be willing to discover and learn new and emerging technologies.
- Be able to multitask, quickly shift between duties, and set priorities
- Be an excellent team player and willing to help wherever needed most.
- Bilingual a plus.

### **Hours Available:**

35 Hours per week, including some evenings and weekends

Send resume to Steve Alcalde, Head of Computer and Technology Services,  
Rogers Memorial Library  
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