

## **Southwest Kansas Library System**

**Job Title:** Technology Trainer

**Reports To:** Technology Supervisor

**FLSA:** Non-exempt

**Status:** Full Time (40 hours/wk)

### **Company Values**

- Perform quality work within deadlines with or without direct supervision
- Interact professionally with other employees, customers, and peers throughout the state
- Work effectively as a team contributor
- Work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations

### **POSITION SUMMARY:**

Provides training and technical support for system members and system staff. Significant travel to member libraries is integral to this position.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

1. Develop training courses/documentation/presentations for librarians and local resource people.
2. Train librarians and library volunteers to use software programs.
3. Provide technical assistance to member libraries by telephone, remote access and onsite visits, including software and hardware installation and upgrades, troubleshooting, security upgrades, and other areas as needed.
4. Assist with technology projects both in house and on site.
5. Design and maintain social media outlets for the system and assist member librarians with social media.
6. Manage mobile hardware and software for procurement, maintenance, and training for System and member libraries.
7. Provide web development service to the System and assistance with web development to member libraries.
8. Provide technology support for system workshops, online meetings, and other events.
9. Maintain knowledge of hardware and software trends and emerging technologies.
10. Manage System listservs.

11. Participates in workshops, technical training opportunities, and job enrichment.

**OTHER DUTIES:**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this position. Duties, responsibilities, and activities may change at any time.

**SKILLS AND COMPETENCIES:**

1. Strategic Thinking  
*Recognize future trends and appropriately revise or create services and programs*
2. Customer Focus  
*Work with a positive, service oriented attitude, focused on current and future customer needs*
3. Problem Solving  
*Recognize patterns, consider risks, and use sound judgement to identify, solve, and prevent problems*
4. Decision Making  
*Gather, utilize, and interpret relative information to make informed decisions*
5. Presentation Skills  
*Inform and educate small and large groups through a variety of presentation methods including online and in-person....*
6. Communication  
*Convey and receive information effectively in writing and when speaking, keeping staff, customers, and stakeholders apprised of technology services and programs*
7. Dependability  
*Take appropriate action to meet goals, schedules, and demands while accepting responsibility for actions, results, and risks*

**SUPERVISORY RESPONSIBILITY:**

None

**ESSENTIAL PHYSICAL FUNCTIONS:**

The physical demands to perform this job are the ability to talk and hear, use hands to finger, handle, feel or operate objects or controls, sit, stoop, kneel, crouch, and lift and/or move up to 50 pounds. Hand-eye coordination is necessary to operate

computers and office equipment. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to focus.

**DECISION MAKING:**

Budget decisions must be made in communication with, and subject to approval of, the Technology Supervisor and/or System Director.

**EXPECTED HOURS OF WORK:**

Regular hours are M-F, 8:00am-5:00pm; Comp time may be applied if travel disrupts regular hours.

**PREFERRED QUALIFICATIONS:**

High school diploma or equivalent and a minimum of two (2) years' experience in computer science, data communications, information systems; *or* related course work and one (1) year of full-time, hands-on experience in a LAN/WAN environment; *or* an equivalent combination of education and experience. Experience designing and administering technology training. Previous experience with PC hardware and software applications, web development, Windows, and Office software is required.

**SELECTION GUIDELINES:**

Written application, oral interview, reference check, and job related tests as required by the System Director.

**EMPLOYEE CERTIFICATION:**

I hereby understand and acknowledge that any employment relationship with the Southwest Kansas Library System is an "at will" employer, which means that the employee may resign at any time and that the Southwest Kansas Library System may discharge the employee at any time, with or without cause.

The above job description is not an employment agreement between the employee and employer. Changes will be made by the employer as the needs and requirements of the job change.

I have read this job description and am qualified for the position it describes. I hereby certify my ability to perform all essential functions of the position as stated in this position description.

\_\_\_\_\_

Name

\_\_\_\_\_

Date