LIBRARY/LEARNING RESOURCES TECHNICIAN

DEFINITION

Under general direction, to perform technical operation and maintenance of computer resources and related duties associated with the services of the Learning Resources Center (LRC) and the Library; to assist students and faculty in making use of Learning Resources Center and Library software and hardware; to perform related duties as required or assigned.

CLASS CHARACTERISTICS

This single-position classification is an experienced computer technician, fully competent to operate, maintain, troubleshoot, and guide others on the use of micro and minicomputer systems and peripheral equipment in the Library and Learning Resources Center.

EXAMPLES OF DUTIES (Illustrative Only)

- Provides technical support for Library/Learning Center computers and related equipment and software
- Assists Library/Learning Center faculty and staff in the set up, use, maintenance and repair of computer-based and related equipment and software
- Assists with the day-to-day implementation and future development of the Learning Resources Center local area network and Library CD-ROM network and assists with automated systems in the Library
- Assists students and faculty members in the use of Library/Learning Resources Center computer systems
- Provides orientation and training workshops as assigned
- Compiles and maintains files of technical and course related materials
- Orders supplies and equipment, as needed and within budget guidelines
- Maintains equipment and materials in proper condition
- Prepares routine and periodic reports to the Librarian/Learning Resources Director on computer systems related issues
- May train and oversee the work of less experienced staff
- Trains, schedules and oversees student assistants
- Performs related duties as required or assigned

QUALIFICATIONS

Knowledge of:

- The basic installation, operation, maintenance, troubleshooting and basic repair of a wide variety of computer hardware and software in a library/learning center environment
- Safety procedures and equipment related to the work
- Standard office practices and procedures including recordkeeping and filing practices
- Business mathematics
QUALIFICATIONS (continued)

Skill in:

- Installing, operating, maintaining, troubleshooting, and basic repair of computer hardware and systems
- Reading and interpreting drawings, schematics and manuals
- Training others in the use of equipment and procedures used in the Library/Learning Resources Center
- Coordinating multiple projects and meeting deadlines
- Maintaining accurate records, files and databases
- Interpreting, applying and explaining rules, regulations and procedures
- Preparing clear and concise reports, correspondence and similar written materials
- Exercising sound judgment within procedural guidelines
- Understanding and following oral and written directions
- Establishing and maintaining effective working relationships with those contacted in the course of the work

Education and Experience:

A typical way of gaining the knowledge and skills as outlined above is:

Equivalent to completion of two years of college with major coursework in computer science or a related field and three years of relevant experience in operating, maintaining and troubleshooting computer systems and equipment.

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