



## Title: Computer Services Tech / Library Aide

FLSA Status: Non-Exempt

SAFETY STATUS: Non Safety Sensitive Position

### BRIEF DESCRIPTION:

The purpose of this position is to provide all aspects of technical and customer support, serving as City of Hondo IT support back up. This is accomplished by maintaining the Library's server and communicating directly with technical support; overseeing the Library's computers, including maintenance and updates; updating websites for all city departments; assisting in training staff for technical aspect of the Library; conducting computer learning classes; researching and evaluating new computer hardware and software for purchase; and keeping lines of communication open with city administrators, technical staff and internet providers; and troubleshooting all major line outages. In the absence of City of Hondo IT staff, serves as technical back up. All library staff provide circulation

### REPORTS TO:

This position reports to the Library Director.

### SUPERVISES:

None

### ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions	% of Time
1	M	Updates and maintains library computers and software by maintaining Library servers and communicating with technical staff; overseeing library computers including maintenance and updates; updating websites for city departments; assisting in training staff for technical aspect of Library; conducting computer learning classes; researching and evaluating new computer hardware and software for purchase; keeping lines of communication open with city administrators, technical staff and internet providers; and troubleshooting all major line outages.	50%



2	L	Assists people with computer questions/problems; troubleshooting and solving any printer related problems; providing assistance to patrons needing help uploading images/graphics to the web; assisting patrons with connecting their laptops to the library's wireless network; and troubleshooting any wireless connections uses due to the current operating system.	25%
3	L	Serves as IT backup for City of Hondo in absence of IT/Network Administrative Director. Supplies IT Department initiatives and collaborates on City Wide technical plans/needs.	15%
4	M	Provides Circulation Desk services by greeting patrons and public in a professional, friendly manner; handling cash register according to library fees; handling daily deposits; answering and screening phone calls; checking books in and out; issuing new accounts; unloading heavy donations; copying and faxing, and scanning documents; registering computer use in computer log; recording daily statistics; answering reference questions; balancing and writing out receipts for all transactions made; participating in shelving/organizing the library collection according to catalog system; and providing superior customer service.	10%



## JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	Work requires knowledge of a specific vocational, administrative, or technical nature which may be obtained with a two year associate's degree, diploma or equivalent from a college, technical, business, vocational, or correspondence school. Appropriate certification may be awarded upon satisfactory completion of advanced study or training.
Experience	Over one year up to and including three years.
Supervision	Work requires the occasional direction of helpers, assistants, seasonal employees, interns, volunteers or temporary employees.
Human Collaboration Skills	Decisions regarding implementation of policies may be made during interactions. Contact may involve support of controversial positions or the negotiation of sensitive issues or important presentations.
Freedom to Act	Receives Limited Direction: Within this job, the employee normally performs the duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. The assignment may be reviewed upon completion. Performance is reviewed periodically.
Technical Skills	Advanced: Work requires advanced skills and knowledge in approaches and systems, which affect the design and implementation of major programs and/or processes organization-wide. Independent judgment and decision-making abilities are necessary to apply technical skills effectively.
Fiscal Responsibility	Does research for documents, compiles data for computer entry, and/or enters or oversees data entry. Has responsibility for monitoring budget/fiscal expenditures (typically non-discretionary expenditures) for a work unit of less than department size (programs, activities, projects or small organizational units) or responsibility for fiscal management of capital projects(s).
Reading	Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.
Math	Advanced - Ability to apply fundamental concepts of theories, work with advanced mathematical operations methods, and functions of real and complex variables. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.
Writing	Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.



Certification & Valid Texas Driver's License  
Other Requirements

### OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with “X”-					
Sedentary	Light	X	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree		Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

### PHYSICAL DEMANDS:

C	F	O	R	N
Continuously	Frequently	Occasionally	Rarely	Never
2/3 or more of the time.	From 1/3 to 2/3 of the time.	Up to 1/3 of the time.	Less than 1 hour per week.	Never occurs.

Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	F	making presentations, observing work site, observing work duties, communicating with co-workers
Sitting	C	desk work, meetings, driving
Walking	C	to other departments/offices/office equipment, around work site
Lifting	C	files, supplies, equipment
Carrying	F	files, supplies, equipment
Pushing/Pulling	O	file drawers, equipment, tables and chairs, hose
Reaching	C	for supplies, for files
Handling	F	paperwork, monies
Fine Dexterity	C	computer keyboard, calculator, telephone pad, calibrating equipment
Kneeling	O	filing in lower drawers, retrieving items from lower shelves/ground
Crouching	R	filing in lower drawers, retrieving items from lower shelves/ground
Crawling	R	under equipment
Bending	O	filing in lower drawers, retrieving items from lower shelves/ground, making repairs
Twisting	F	from computer to telephone
Climbing	O	ladders, step stool
Balancing	R	on ladders, on step stool
Vision	C	driving, observing work site, reading, computer screen
Hearing	C	communicating with co-workers and public and on telephone, listening to equipment
Talking	C	communicating with co-workers and public and on telephone



Foot Controls	O	driving
Other (specified if applicable)		

### MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Fax machine, telephone, calculator, postage meter, cash register, projector, overhead projector, typewriter, die-cut machine, paper cutter, answering machine, copy machine, microfilm, time clock, fire extinguisher, popcorn machine, vacuum, scale

### ENVIRONMENTAL FACTORS:

C	F	O	R	N
Continuously	Frequently	Occasionally	Rarely	Never

D	W	M	S	N
Daily	Several Times Per Week	Several Times Per Month	Seasonally	Never

-Health and Safety Factors-	
Mechanical Hazards	O
Chemical Hazards	O
Electrical Hazards	R
Fire Hazards	R
Explosives	N
Communicable Diseases	F
Physical Danger or Abuse	O
Other (see 1 below)	N

-Environmental Factors-	
Respiratory Hazards	S
Extreme Temperatures	S
Noise and Vibration	N
Wetness/Humidity	N
Physical Hazards	S

(1) N/A

### PROTECTIVE EQUIPMENT REQUIRED:

Gloves, anti-static wrist strap

### NON-PHYSICAL DEMANDS:

F	O	R	N
Frequently From 1/3 to 2/3 of the time	Occasionally Up to 1/3 of the time	Rarely Less than 1 hour per week	Never Never occurs

-Description of Non-Physical Demands-	-Frequency-
Time Pressure	O
Emergency Situation	R
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	O
Noisy/Distracting Environment	O
Other (see 2 below)	N

(2) N/A



**PRIMARY WORK LOCATION:**

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other (see 3 below)	
Recreation/Neighborhood Center			

**SIGNATURE – REVIEW AND COMMENTS:**

I have reviewed this description and understand the requirements and responsibilities of the position.

\_\_\_\_\_  
Signature of Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Job Title of Supervisor

\_\_\_\_\_  
Signature of Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Job Title of Department Head

\_\_\_\_\_  
Signature of Department Head

\_\_\_\_\_  
Date

Comments: \_\_\_\_\_

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The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.