

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Public Computer Trainer**

Dept: **Outreach Services**

Job Code Number: **10235**

Reports to: **Managing Librarian**

Grade Number: **13, Represented**

Effective Date: **July 2001**

FLSA Status: **Non-Exempt**

General Position Summary:

Design, develop and deliver basic computer training curriculum to library patrons. Utilize lecture, discussion, and hands-on formats. Coordinate events with other KCLS staff. Drive vehicles to deliver services and materials to patrons.

Essential Duties/Major Responsibilities:

Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.

1. Determine course content and design and develop appropriate courseware for computer training applicable to patrons focused on those with limited access to or knowledge of their local library: seniors, new immigrants, low-income individuals, children, students, ESL populations.
2. Determine appropriate course materials and method of presentation.
3. Conduct computer training sessions. Create monthly reports on offered trainings and classes.
4. Work with other trainers to improve and revise training program content as needed.
5. Develop computer software training courses applicable to emerging technology as well as standard library and information applications: Windows, Office, library catalog and the Internet.
6. Assist in identifying courses for patrons and patron groups within the KCLS.
7. Drive mobile computer lab to various locations within the KCLS service area.
8. Perform basic maintenance of computer software and hardware.
9. Report vehicle and PC malfunctions or service requirements.
10. Maintain relationship with community contacts.

Secondary Duties:

1. Drive other Outreach vehicle as necessary and appropriate.
2. Perform other related duties as required or as assigned.

Communication:

The position has frequent contact with the KCLS staff members and library patrons. Contacts with external customers typically involve exchanging information (understanding customer needs and presenting information intended to make them more efficient computer users). Contacts are seldom about confidential or sensitive information.

Initiative:

The position develops computer training programs for all segments of the populations with limited access to or knowledge about their local library. The position is involved in developing new training programs, as needs dictate. The position involves a high degree of complexity requiring the need to develop programs of a technical nature that are beneficial to students with varying levels of technical knowledge. The position operates independently with a minimum of supervision. The position encounters recurring work situations with occasional variations from the norm. Decisions are typically made within general organizational policy constraints and guidelines.

Accountability:

The position has some influence on library operations, expenses and budgetary outcomes with the responsibility for prudent use of library assets. The incumbent encounters regular interruptions requiring some flexibility. The position participates in preparing operational and strategic plans for the department as part of a group. Decisions typically made by this position can affect delivery of services to patrons. Work is only occasionally checked by management.

Leadership:

The position is not responsible for mentoring, but is responsible for role modeling and promoting KCLS values within the work unit or department and/or as a representative of the organization to the public and patrons.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- Associate's degree or equivalent training in adult education and/or information technology or related field.
- Two to four years of practical adult teaching and technical computer experience.

Knowledge, Ability, and Skills:

- Extensive knowledge of PC software and the Internet.
- Working knowledge PC hardware.
- Considerable knowledge of principles of adult education.

- Knowledge of library operations, functions and services provided.

Ability to:

- Present materials in an interesting and informative manner.
- Effectively listen to students as part of understanding their training needs.
- Effectively communicate at all levels in the organization.
- Use diplomacy and tact to establish and maintain relationships with KCLS employees and patrons/students.
- Manage time effectively and organize training programs and materials and remain on task despite interruptions.
- Learn new technology/software and apply new information to training situations.
- Create interesting and informative courseware.
- Work independently with minimal supervision.
- Communicate effectively with a diverse population.

Skill in:

- Presenting materials and training programs.
- Designing instructional materials relevant to students' work responsibilities and work situations.
- Applying the principles of adult education.
- Reading the needs, frustrations and learning abilities of students and modifying training programs as appropriate.

SPECIAL REQUIREMENTS

Valid Washington driver's license.

PHYSICAL DEMANDS

The position requires constant talking, listening, standing, and use of visual senses. The position requires frequent driving, walking, sitting, keyboarding and repetitive motions of hands/wrists. The position is occasionally required to push, pull lift and carry up to 20 pounds.

WORK ENVIRONMENT

Work is performed both in a normal office environment and in a vehicle. Work involves constant standing, extensive close work (eyestrain) and use of PC monitor. Work also involves extensive travel within the KCLS service area and frequent evening and early morning training sessions. May encounter situations that involve behavioral issues.

Advancement Possibilities:

Open depending on education and experience.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between KCLS and the employee, and is subject to change as the needs of KCLS and the requirements of the job change.

Approval: _____
Director of HR

Final: 7/31/01
Revised: 07/16/10