

## **CONTRACTED TECHNOLOGY TRAINER, PART-TIME**

We have an opening for a part-time Contracted Technology Trainer Position. It is a grant funded position. This project is made possible in part by the Institute of Museum and Library Services and the State Library of Ohio.

The Cuyahoga Falls Library mission is to connect people with the world of ideas, information, and imagination by providing access and professional guidance to resources that inform, entertain, and enrich.

This position assists in accomplishing that mission by:

- Work with library customers in one-on-one assistance either on a drop-in basis or scheduled appointment.
- Plan, schedule and conduct digital literacy training in a classroom setting.
- Develop new digital literacy training.
- Engage the community.
- Assists Marketing Manager in market training and other digital resources.
- Maintain attendance and survey records.
- Perform specific duties needed by the community.
- Demonstrates an interest in and ability to use and troubleshoot technology of all kinds while helping patrons.
- Enforces policies and procedures regarding safety, training and access to the Makerspace.
- Provides consultative technical and training support and services to Computer and Makerspace users.
- Acts as a mentor by connecting patrons and staff with information, tools, and resources to pursue their passions.
- Assists Computer and Makerspace users with a variety of machinery, including 3D printers, die cut machines, VHS to DVD converter equipment, button makers, etc.

- Takes part in technical training in-house and offsite training sessions.

## Education/Experience

Prefer degree from an accredited college or university or an equivalent combination of higher education, experience, certification, and training which provides the knowledge, skills, and abilities to perform the work associated with this position.

## Essential skills of the Position

- Ability to use and understand a PC desktop and/or laptop computer, including a mouse, printer, scanner, and other peripherals.
- Familiarity with major internet browsers including but not limited to: Internet Explorer, Chrome, Firefox, and Safari.
- Knowledge of a variety of apps for smartphones and other devices.
- Knowledge of common communication technologies such as email and social media.
- Knowledge of Microsoft Office products such as Microsoft Word, Publisher, PowerPoint, and Excel.
- General understanding of the functionality of eReaders, smartphones, and tablet computers
- General understanding of digital media such as eBooks, digital magazines, and streaming video.
- Performs Makerspace duties for customers of all ages.
- Ability to communicate effectively, orally and in writing.
- Enthusiastic about excellent customer service for internal and external customers.
- Willingness to explore and research solutions to software and hardware problems as they arise.
- Confidence, experience, and ability to instruct in the use of various forms of technology, including digital devices.

- Cooperative, flexible, optimistic, and positive attitude.
- Work well independently and as a team member.

### Position Type and Expected Hours of Work

This is a part-time contract position which is grant funded working 20-28 hours a week. Days and hours of work vary by schedule. Evening and weekend work will be required as schedule demands.