CLASS TITLE: LIBRARY MULTI-MEDIA TECHNICIAN   **TITLE #:** 1402

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for providing technical assistance and training to school personnel, public library personnel and patrons using a variety of current and emerging multi-media technologies. An employee in this class is responsible for providing the ongoing technical assistance and support required to prepare and train library personnel to develop, implement and evaluate all components of a library technology plan. Work is performed under the Library Director's general supervision with considerable leeway for independently performing the duties of the position. Does related work as required.

TYPICAL WORK ACTIVITIES:

Provides technical assistance to persons engaged in planning, implementing and evaluating current and emerging technologies;

Provides public service and technology assistance at the library's helpdesk;

Makes recommendations concerning the purchase of library technology, including hardware and software applications;

Assists in the installation of library technology including hardware and software; Provides maintenance for existing library technology;

Develops and executes classes and programming to train both staff and patrons in the use of a wide range of software applications and hardware;

Participates and provides advice to technology committee(s);

Develops and enhances library resources using automation and telecommunications; Assists the public with portable computing devices and troubleshooting needs;

Maintains inventory control, manages warranty repairs and password issues;

Develops promotional material for online and digital library resources;

Provides guidance relating to the development of policies for use and maintenance of library hardware, software, networks and equipment including but not limited to, AV, laptops, tablets, e-readers, TVs, projectors and WIFI servers.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of the operation, care and configuration of personal computing devices including, but not limited to, desktops, laptops, tablets and smartphones; thorough knowledge of the operation of peripheral equipment including printers, scanners, LANs and wireless; good knowledge of A/V equipment including, but not limited to, DVD/Blu Ray, sound systems, video creation/editing; working knowledge of current MS Windows versions, Apple OS, Chrome, LAN and wireless networks; good organizational and planning skills; basic mechanical aptitude;; ability to establish rapport, form and maintain effective working relationships with Librarians, library staff and patrons; ability to communicate technical information to others both orally and in writing; physical condition commensurate with the demands of the position.

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MINIMUM QUALIFICATIONS: Either:

(A)   Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's Degree in Computer Science, Computer Information Systems, Electrical Engineering Technology or related field and six (6) months of work experience involving the maintenance and repair of computers and related peripheral equipment; or

(B)   Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's degree in Computer Science, Computer Information Systems, Electrical Engineering Technology or related field and two (2) years of work experience involving the maintenance and repair of computers and related peripheral equipment; or

(C)   Graduation from high school or possession of a high school equivalency diploma and four (4) years of experience involving the maintenance and repair of computers and related peripheral equipment.

NOTE: Possession of CompTIA A+ Certification (or equal certification) may be substituted for one (1) year of required experience.

JURISDICTIONAL CLASSIFICATION: Competitive

REVISED: 9/17/18 dc