

# **LITERACY COMPUTER LAB ASSISTANT**

## **(Range 106)**

### **DEFINITION**

This position is primarily responsible for providing adult customers assistance in developing literacy and workforce development skills using computer software, peripheral equipment, and applications.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives supervision from the Literacy Coordinator.

### **RESPONSIBILITIES:**

**Essential and marginal functions and responsibilities may include, but are not limited to the following:**

1. Supports the overall mission of the Library District by providing exceptional internal and external customer service to promote a positive library experience.
2. Assists Literacy Services staff and customers with computer equipment and software application use.
3. Monitors Literacy Services electronic devices for tampering, damage, or loss and maintains equipment with needed updates.
4. Teaches customers how to utilize the Internet, e-mail, and educational software.
5. Performs record keeping tasks in documenting Literacy Services computer lab statistics including but not limited to the number of customer uses, activity, hours of usage, equipment repair, and software issues.
6. Researches, learns, and implements the efficient use of new equipment and software introduced by the Library District and Literacy Services department.
7. Responds to staff and customer inquiries concerning issues with Library District software and equipment. Diagnoses and assists customers in troubleshooting issues.
8. Recommends and/or performs minor remedial actions to correct software and peripheral equipment difficulties.
9. Provides status updates and project completion information regarding Literacy Services initiatives.
10. Serves as a liaison between the Literacy Services department and the Information Technology division. Refers major hardware and software issues, and technology issues related to Literacy Services online assessments, to the Information Technology division for repair or implementation.
11. Updates content on the Library District website for upcoming Literacy Services programs.
12. Plans, prepares, and executes community events to promote the Library District.

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13. Builds and sustains relationships with Library District community partners.
14. Participates and contributes as an active member of a working team to increase the efficiency and effectiveness of the Literacy Services department.
15. Performs any other related duties and responsibilities as assigned.

**Marginal Functions:**

1. Participates in Library District committee work when needed.
2. Attends and participates in professional association meetings, seminars, and other applicable training sessions.

**KNOWLEDGE, SKILLS, AND ABILITIES**

**Knowledge of:**

1. Professional public library principles, practices, and techniques.
2. Library District and Department policies, procedures, terminology, and functions.
3. Current trends and developments in the field of adult literacy including Adult Basic Education, English Language Learners, High School Equivalency, and Family Literacy programs and services.
4. Standard assessment tools such as Comprehensive Adult Student Assessment Systems (CASAS), Test of Adult Basic Education (TABE), High School Equivalency Test (HiSET), and National Career Readiness Certificate (NCRC).
5. Emerging technologies in the library and adult literacy fields.
6. Basic research and public presentation techniques.
7. Training techniques.
8. Sources and availability of current information.
9. On-line tools and resources, and the Internet.
10. Principles and techniques of delivering effective oral presentations.
11. Principles of grant funding, including source identification, application, and administration.
12. Literacy Services methods and principles.
13. Correct English usage, spelling, punctuation, and grammar.
14. Knowledge of business letter writing and report preparation.
15. Knowledge of record keeping and filing principles and methods.

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**Ability to:**

1. Comply with all federal, state, and local laws, regulations, and codes.
2. Schedule and manage multiple projects.
3. Assist in the planning, research, development, and implementation of educational programming.
4. Use initiative and independent judgement within established procedural guidelines.
5. Maintain confidentiality.
6. Initiate own work, set priorities, and meet critical deadlines.
7. Contribute effectively to the accomplishment of team or work unit goals, objectives, and activities.
8. Serve customers with patience, tact, and courtesy.
9. Establish and maintain effective working relationships with all internal and external customers, community partners, and vendors during the course of work.
10. Exercise good judgement and make sound decisions.
11. Work quickly and accurately.
12. Work both independently and as a part of a team.
13. Accept and manage change and maintain flexibility.
14. Understand and follow oral and written instructions.
15. Communicate clearly and concisely, both orally and in writing.
16. Maintain the mental capacity for effective interaction and communication with internal and external customers.
17. Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include:
  - standing, walking, or sitting for extended periods of time;
  - bending, reaching, stooping, and pushing;
  - lifting and carrying;
  - operating assigned equipment;
  - operating vehicles including cars, trucks, and vans.
18. Maintain effective auditory and visual perception needed for:
  - making observations;
  - communicating with others;

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- reading and writing;
- operating assigned equipment;

19. Prioritize and perform multiple tasks concurrently.
20. Maintain effective working relationships with those contacted during the course of work.
21. Generate accurate reports.
22. Recognize equipment malfunctions and software errors.

**Skilled In:**

1. Use of personal computers, peripheral equipment, and associated software.
2. Use of library and basic office equipment.

**Training and Experience:**

High school diploma or GED equivalency required. One (1) year of demonstrated customer service experience in problem solving and assisting computer users on personal computer software operations, and associated peripheral equipment; or an equivalent combination of training, education, and experience that provides the necessary knowledge, skills and abilities.

**License, Certificate, or Requirements:**

Possess, or have the ability to obtain, a valid Nevada Driver's License at the time of hire.

**Physical Requirements:**

Essential and marginal functions may require maintaining the physical condition necessary for standing and walking, frequent light lifting (5-10 pounds) and moderate lifting (11-20 pounds) or moving items of moderately heavy weight (20-50 pounds); frequent bending, reaching, pushing and stooping; the sustained operation of such devices associated with equipment used to perform tasks required of the position; utilizing a keyboard, and sitting or standing for extended periods of time. Tasks require sound, color, depth and visual perception and the ability to communicate orally and in written form.

**Environmental Requirements:**

Tasks are performed in an office setting with frequent local travel. Minimal exposure to adverse environmental conditions.

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**JOB CODE:**

**FLSA:                   NON-EXEMPT**

**CBA:                   NON-SUPERVISOR**

**DEVELOPED:         AUGUST 6, 2018**

**REVISED:            SEPTEMBER 7, 2018**