# COMPUTER LAB ASSISTANT
## (Range 106)

**DEFINITION**

Performs work in the support of the Library District by providing users with software assistance in the use of computers, peripheral equipment, and applications.

**SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Computer Lab Supervisor or appropriate Department Head when assigned to a Library Branch.

**RESPONSIBILITIES:**

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

1.  Schedules patron use of computer lab equipment in accordance with established Library District policies and procedures.

2.  Assists staff and patrons with basic assistance in computer equipment and software application use.

3.  Provides basic telephone support for software and peripheral equipment inquiries.

4.  Utilizes personal computers in the daily course of work.

5.  Utilizes software applications associated with computer lab equipment, as well as providing help with the Internet and e-mail for patrons and staff.

6.  Monitors Library District equipment for damage, tampering, or loss.

7.  Performs record keeping tasks in documenting computer lab statistics, equipment repair, the sales of supplies, and software issues.

8.  Learns efficient use of new equipment and software introduced to the Library District.

9.  Responds to staff and patron inquiries concerning Library District software operations and diagnoses software and operator problems.

10. Recommends or performs minor remedial actions to correct software and peripheral equipment problems.

11. Provides updates, status, and project completion information to supervisor.

12. Refers major hardware and software problems to supervisor and Information Technology Department for correction.

13. Operates office equipment including, but not limited to: copy machine, telephone, facsimile machine and cash register.

**Marginal Functions:**

1.  Moves Library District equipment and materials as needed.

# LAS VEGAS - CLARK COUNTY LIBRARY DISTRICT

2.   Performs related duties and responsibilities as required.

## KNOWLEDGE, SKILLS, AND ABILITIES

**Knowledge of:**

1.   Personal computers.

2.   Scanners, projectors, laser/ink jet printers, and other associated peripheral equipment.

3.   Software applications associated with computer lab equipment.

4.   Library District, Branch, and Department policies and procedures.

5.   Library District terminology and functions.

6.   Correct English usage, spelling, punctuation, and grammar.

**Ability to:**

1.   Exercise good judgment and make sound decisions.

2.   Work under pressure and meet deadlines.

3.   Accept and manage change and maintain flexibility.

4.   Exercise discretion.

5.   Work quickly and accurately.

6.   Work both independently and as part of a team.

7.   Perform basic clerical and record keeping tasks.

8.   Recognize equipment malfunctions and software errors.

9.   Provide basic assistance in equipment use and software access and use.

10.  Understand and follow oral and written instructions.

11.  Communicate clearly and concisely, both orally and in writing.

12.  Maintain effective working relationships with those contacted during in the course of work.

13.  Maintain the mental capacity for effective interaction and communication with others.

14.  Maintain the 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;

# LAS VEGAS - CLARK COUNTY LIBRARY DISTRICT

--lifting and carrying;

--operating assigned equipment.

15.    Maintain effective auditory and visual perception needed for:

--making observations;

--communicating with others;

--reading and writing;

--operating assigned equipment.

## Skilled in:

1.    Use of personal computers, scanners, projectors, laser/ink jet printers, and associated peripheral equipment.

2.    Use of software applications associated with computer lab equipment.

3.    Use of general office equipment.

## Training and Experience:

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

## Physical Requirements:

Essential and marginal functions may require maintaining the physical condition necessary for standing and walking, frequent lifting and carrying objects of light weight (5 - 10 pounds) and lifting and carrying objects of moderate weight (11 - 20 pounds); frequent bending, stooping, reaching, and pushing; minimal dexterity in the use of fingers, limbs, or body in the operation of office equipment; utilizing a keyboard, and sitting or standing for extended periods of time; or the sustained operation, of such devices associated with equipment used to perform tasks required of the position.

Tasks require color perception, sound perception, visual perception, and oral communications ability.

## Environmental Requirements:

Tasks are performed with infrequent exposure to adverse environmental conditions.

# LAS VEGAS - CLARK COUNTY LIBRARY DISTRICT

DEVELOPED:      JULY 1, 1995

REVISED:        MARCH 18, 1998
                JUNE 16, 1998
                JANUARY 22, 2002
                MAY 7, 2004
                MAY 3, 2005
                MARCH 12, 2018

# LAS VEGAS - CLARK COUNTY LIBRARY DISTRICT