WESTERLY LIBRARY AND WILCOX PARK
Technology and Innovation Coordinator

Department and Level of Authority

- Public Services (Technology)
- Paraprofessional, FT
- Reports directly to the Head of Public Services
- In the absence of the Head of Public Services, reports to the Assistant Director. In absence of Assistant Director, reports to the Executive Director

Position Summary

The Technology and Innovation Coordinator is responsible for providing the public, of various ages and skillsets, with the tools to be literate in new and innovative tools and technology. This position is also responsible for public technology instruction in a variety of formats and maintaining computer lab and makerspace equipment.

Key Responsibilities

The essential functions or duties listed below 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.

- Develops plans for the purchase, application, instruction and related programming related to public computers, makerspace equipment and other technologies
- Provides technology assistance and instruction to staff and the public
- Manages communications with outside technology vendors
- Supervises public computers and related equipment including upgrades of both hardware and software
- Diagnoses and repairs a wide range of problems with both hardware and software in communication with outside vendors
- Coordinates network services
- Manages public and technology software licenses
- Supervise upgrades of both public hardware and software
- Manages the inventory of public technology
- Establishes a replacement and preventative maintenance calendar
- Communicates clearly and easily with the staff and the public
- Organizes and keeps accurate records and monthly reports regarding the progress of the service
- Works with OSL staff and vendors
- Stays abreast of and recommends emerging technologies related to library services and beyond
- Covers other departments as needed
- Other duties as assigned

Skills and Qualifications

- Knowledge of Microsoft Office, particularly Word, Excel, and Outlook
- Knowledge of Google Suite
- Strong organizational abilities and interpersonal skills
- Ability to cooperate as team member with other members of the library staff
- Ability to learn and adapt to new procedure
- Ability to teach technology skills to the public
- Ability to instruct, schedule, and supervise volunteers
- Flexible team player with a positive attitude and strong commitment to customer service
- Exercises appropriate initiate, good judgment, and recognize priorities
- Communicates clearly both orally and in writing.
- Self-starter who has the demonstrated ability to seek out and learn new technology

Minimum qualifications

- Associate or technical degree or working towards degree and/or have work history in Information Technology. Tech savvy individuals who have experience working in a library setting will be considered
- Strong verbal and written communication skills
- Strong visionary skills to seek innovative uses of technology to further library service goals
- Demonstrated ability with Microsoft software, Windows, iPads, Macs, and related products and software
- Working knowledge of the principles and practices of web design, including HTML/CSS
- Familiarity with emerging web and information technologies

Preferred skills and qualifications

- Innovative and dynamic
- Experience working in a public library; familiarity with OSL's current ILS
- Organizational abilities
- Self-starter who has the demonstrated ability to seek out and learn new technology
- Flexible team player with a positive attitude and strong commitment to customer service
- Experience providing computer training to individuals and groups
- Meets deadlines and works within budgeted guidelines
- Ability to multi-task, problem-solve, and work independently
- Experience providing computer training to individuals and groups

Working requirements

- Performs task with a high degree of independence
- Library policies and procedures must be observed and followed
- Has access to confidential and financial information
- Work is performed in an office setting, subject to quiet or moderate noise. Up to half of time is spent standing, walking, stooping or reaching with hands or arms
- Frequently required to lift up to 20 pounds, occasionally lifting is required up to 45 pounds
- Ability to sit and use computer workstation for extended periods of time
- Ability to use high tech tools such as Laser Cutters, conversion equipment and other makerspace technology
- Position required to work some evenings and occasional Saturdays

Supervises

- Related part-time Associates and volunteers