



## **JOB DESCRIPTION – LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT**

**JOB TITLE:** Literacy Computer Lab Assistant

**EXEMPTION STATUS:** Non-Exempt

**JOB CATEGORY:** Administrative Support

**BARGAINING UNIT:** Non-Supervisor

### **GENERAL SUMMARY:**

Under direct supervision, the Literacy Computer Lab Assistant is primarily responsible for assisting adult literacy customers in developing literacy and workforce development skills using computer software, peripheral equipment, and applications. Assists in the facilitation of course delivery by providing assistance/guidance to students and instructors in using available lab materials, programs, etc. Maintains all student computers and equipment in accordance with LVCCLD policies and procedures. Frequent travel between District Branches may be required for program support.

### **ESSENTIAL DUTIES & RESPONSIBILITIES:**

1. Assists Literacy Services staff and customers with computer equipment and software application use.
2. Monitors Literacy Services electronic devices for tampering, damage, or loss and maintains equipment with needed updates.
3. Facilitates student access to online registration, virtual class platform, and online learning resources.
4. Teaches customers how to utilize the Internet, e-mail, and educational software.
5. Prepares and maintains documentation including but not limited to Literacy Services (computer lab statistics, number of customer uses, activity, and hours of usage, equipment repair, and software issues).
6. Recommends and/or performs minor troubleshooting actions to correct software and peripheral equipment difficulties.
7. Performs duties of Assessment Proctor for regularly administered assessments utilized by the Adult Learning Program.
8. Serves as a liaison between Literacy Services and Information Technology departments. Refers major hardware and software issues, and technology issues related to Literacy Services' online assessments, to the Information Technology division for repair or implementation.

9. Updates content on the Library District website for upcoming Literacy Services programs
10. Performs other duties as assigned.

**CORE COMPETENCIES:**

Customer Service

MS Office & Windows

Computer Hardware/Software Maintenance and Troubleshooting

**KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:**

- **EDUCATION:**

**Required:** High School Diploma, General Equivalency Diploma (GED), or equivalent.

**Preferred:** Associates Degree AA/AAS in Computing and Information Technology or related field.

- **EXPERIENCE:**

**Required:** One (1) year experience in customer service experience in assisting computer users on personal computer software operations, and associated peripheral equipment.

**Preferred:** One (1) year experience in customer service experience in assisting computer users on personal computer software operations, and associated peripheral equipment in an educational institution.

- **LICENSE AND CERTIFICATION:**

**Required:** N/A

**Preferred:** N/A

- **PHYSICAL REQUIREMENTS:** Work is primarily performed in an office/classroom setting with frequent local travel required. Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as books, files, laptops or electronic devices. Although work is primarily performed in an office/classroom setting, a limited amount of bending, lifting, walking or standing is often necessary to carry out job duties.

**ADDITIONAL KNOWLEDGE, SKILLS, & ABILITIES:**

- Knowledge of maintenance use of personal computers, peripheral equipment, and associated software.
- Knowledge of use of personal computers, peripheral equipment, and associated software.
- Ability to prepare and maintain accurate records.

- Ability to communicate multi-step instructions effectively in both oral and in written formats.
- Ability to manage time effectively and meet established deadlines.
- Ability to develop, foster and maintain positive interpersonal relationships.

**DEVELOPED:** March 24, 2022

**UPDATED:** September 20, 2022