



## POSITION ANNOUNCEMENT

Job Order 600131  
May 1, 2008

### **Library Lab Aide, 75% (PM)** ESS, Level 4

**LOCATION:** Green Bay Campus

**HOURS:** Noon - 10:00 pm Monday - Thursday (starting at 12:30 pm one day per week). Position will work early August - late May. Some flexibility needed in scheduling to meet customer needs.

**ANTICIPATED START DATE:** August 11, 2008

**SALARY:** \$17.55/hr for 6 months; \$18.96/hr for the next 18 months; then to \$20.36/hr (07-08 rates) or as applicable per contract for internal employees.

**POSITION REPORTS TO:** Manager, Library Services

*This position is customer-focused and will require flexible scheduling and/or delivery to meet customer needs.*

**Application available on website:** [www.nwtc.edu](http://www.nwtc.edu) **Contact information:** Northeast Wisconsin Technical College, Human Resources, 2740 West Mason Street, PO Box 19042, Green Bay, WI 54307-9042. E-mail address: [hr@nwtc.edu](mailto:hr@nwtc.edu)  
Please note, applications received by 4:00 PM, Thursday, May 8, 2008 may be given first consideration.

### **GENERAL QUALIFICATIONS**

- ◆ Associate Degree in Microcomputer Application Software Technician with two years of experience in a microcomputer environment. An equivalent combination of documented education and/or work experience will be considered.
- ◆ Must demonstrate strong technology skills including previous experience with Microsoft Word, Excel, PowerPoint, Access, various email programs, and Internet searching.
- ◆ Ability to learn related software packages, including the library automation system and databases.
- ◆ Ability to maintain microcomputer hardware and software including the diagnosis of problems and performance of minor repairs on PC's and Mac's.

- ◆ Proven high-quality customer service skills and behaviors.
- ◆ Must demonstrate the ability to patiently instruct students, staff, and the public while exhibiting a professional, positive attitude.
- ◆ Must possess excellent organizational skills, communication skills (written and oral), instructional skills, and critical thinking skills.
- ◆ Ability to multitask, work independently, and assume responsibility for maintaining lab environment.
- ◆ Function effectively as a member of a team and delegate tasks to student assistants.

## **GENERAL DUTIES AND RESPONSIBILITIES**

- ◆ Assist students, staff and community members with use of computers, printers, software packages and Internet in open lab and library.
- ◆ Create instructional aides and signs to help patrons use the lab's equipment.
- ◆ Determine the nature and extent of equipment malfunctions and perform minor repairs or arrange with other College technicians for repair work to be performed.
- ◆ Communicate effectively with other lab aides, library staff, student assistants, NWTC Help Desk, other College technicians, and Security to provide consistent customer service.
- ◆ Maintain lab documentation to share with other staff.
- ◆ Assist the Coordinator of Library Instruction with planning the schedules, assigning lab tasks, and providing training for all student assistants.
- ◆ Maintain collection of circulating laptops and tablet PC's, address hardware and software needs, track circulation and reservations, and work with the Library Manager on policy issues.
- ◆ Assist other College technicians with the design, development, testing, documentation, installation, and configuration of new hardware and software facilities.
- ◆ Regularly attend scheduled meetings with Information Technology staff.
- ◆ Assist with setup and re-initialization of all lab and network facilities (hardware and software) at the beginning of each school semester.
- ◆ Responsible for requisition of supplies in lab area.
- ◆ Assist in library as needed for offering circulation desk coverage and closing the library.
- ◆ Other duties as assigned.

[APPLY ONLINE NOW!](#)