

**POSITION INFORMATION**

**Title:** Tech Specialist  
**Location:** Martin Library  
**Department:** MML Information Services  
**Schedule:** Mon. 9:30AM-6:00PM, Tues. & Wed. 9:30AM-5:30PM, Thurs. 9:00AM-5:30PM, Alternating weekends (2,4) Fri. 9:00AM-1:30PM, Sat. 9:00AM- 1:30PM. Schedule will change as Martin hours are restored.

**Supervisor:** Member Services Librarian  
**Classification:** Full-Time/Non-Exempt  
**Hours:** 35

*COVID-19 vaccination is required. At York County Libraries, the health and safety of our employees are important to us. Therefore, new hires must be fully vaccinated against COVID-19 by date of hire. Individuals requiring a medical or religious accommodation may contact Human Resources.*

**GENERAL DESCRIPTION**

The Tech Specialist will provide assistance to a diverse population of customers in using library resources. Support is given to users of public access computers. Assistance is given to customers in person, via phone, and via email. These resources include, but are not limited to: printed materials, digital media, online databases, internet searches, faxing, copying, and printing. The Tech Specialist will also assist in the day-to-day functions of the Information Services department – checking in/out materials, shelving books, opening/closing duties, creating/updating patron records, etc.

**EDUCATION & EXPERIENCE REQUIREMENTS**

Must have an Bachelors Degree (or equivalent). Must have substantial computer experience with databases; software applications such as Microsoft Office and online alternatives; and performing Internet searches. Experience providing customer service in an urban public library setting is preferred. Child Abuse clearance, Pennsylvania Criminal History Check, FBI Criminal Record Check and Mandated Reporter Training is required.

**GENERAL REQUIREMENTS**

Candidate must enjoy being a team player and providing excellent customer service to a diverse population of all ages. This position requires someone who has strong communication skills and who is truly enthusiastic about helping others. It is important that the candidate be dependable, a self-starter and feel comfortable using computers and performing other research-related duties.

**PHYSICAL REQUIREMENTS**

- Must be able to lift up to 30 pounds from ground level to waist level
- Must be able to push/pull carts weighing up to 120 pounds.
- Must be able to reach, lift, and stretch throughout the work day.
- Must be able to bend, squat, and kneel occasionally throughout work shift.
- Must be able to stand and/or walk up to four hours at a time.
- Must be able to sit for up to four hours at a time.

**DUTIES AND RESPONSIBILITIES**

- Travels to all York County Libraries, providing members with diagnosis and step-by-step recommendations for hardware and software technology issues (PC, Laptops, Tablets, Smartphones, MP3/MP4 Devices, e-Readers and emerging devices).
- Schedules and provides one-on one and group training sessions to support Information Literacy, in person, via email or on the telephone.
- Trains staff, volunteers and the public on use of library physical resources, digital resources, technology including social media, devices, and software.
- Stays abreast of emerging technology and trends and creates fact sheets for review
- Creates learning guides, fact sheets, training blogs, social media posts and training videos.
- Assists members with the advanced trouble shooting of e-resources such as Axis360, Hoopla.
- Assists members with information requests. Performs "Reference Interviews" to determine user needs and assure requests are understood.
- Informs customers of Library policies and rules and enforces these. Resolves advanced member concerns and or issues. Completes Incident Reports in a timely manner.

- Performs direct customer service duties at Member Services Desks and Adult Computer Lab on a regular schedule.
- Under the direction of Library Director and Adult Services Librarian implements programs and services aligned with strategic initiatives.
- Create library signs and prepares marketing materials including flyers and social posts.
- Serves on committees and attends meetings as requested.
- Troubleshoots and reports hardware, software, and printer issues, as necessary.

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#### ADDITIONAL INFORMATION

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Required Clearances:

If offered the position, the offer will be contingent upon the candidate completing and submitting the following documentation prior to the start date. All clearances must be dated within one year of the start date and must be completed for the purpose of Employment. Volunteer clearances will not be accepted.

- Pennsylvania Child Abuse Clearance
  - <https://www.compass.state.pa.us/CWIS/Public/Home>
- Pennsylvania Criminal History Record
  - <https://epatch.state.pa.us/>
- Federal Criminal History Record
  - <https://www.identogo.com/locations/pennsylvania>
- Mandated Reporter Training Certificate
  - <https://www.reportabusepa.pitt.edu>

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**York County Libraries supports workplace diversity and is proud to be an Equal Opportunity Employer.**

**If this position matches your interests and qualifications, please visit [jobs.yorklibraries.org](https://jobs.yorklibraries.org) to complete an employment application.**