



CITY OF PAWTUCKET

CITY HALL
137 ROOSEVELT AVENUE
PAWTUCKET, RHODE ISLAND 02860

DIVISION OF PERSONNEL

DONALD R. GREBIEN
MAYOR

PERSONNEL OFFICE

BILINGUAL COMPUTER TECHNICIAN

The City of Pawtucket's Public Library seeks a Bilingual Computer Technician to provide computer instruction to English and Spanish-speaking library patrons, serve as the library's Spanish interpreter and translator, troubleshoot and solve common hardware and software issues and assists in maintaining and operating the library's computer network, individual workstations and peripherals. Associates degree in computer science or related field, two years of related experience working with PC's in a network environment and fluency in Spanish language is required, A+ Certification is a plus. 35-hour work week including one evening and Saturdays. Starting salary \$611.77/wk. Please send resume to:

City of Pawtucket
Personnel Division
137 Roosevelt Avenue
Pawtucket, RI 02860
Fax – 401-722-6211

or e-mail to

mxiarhos@pawtucketri.com

The City is an EOE and fully complies with the ADA

Application Period: February 15, 2012 – until position is filled

(401) 728-0500 EXTENSION 276 * FAX (401) 722-6211 TTD (401) 722-8239



CITY OF PAWTUCKET

Job Description

Job Title: BILINGUAL COMPUTER TECHNICIAN
Pay Grade: R27
Department: LIBRARY
Reports To: ASSISTANT LIBRARY DIRECTOR
Prepared By: Susan Reed
Prepared Date: December, 2006
Approved By: SR
Approved Date: December, 2006

SUMMARY

The primary responsibilities of this position are to provide computer instruction to Spanish-speaking library patrons, serve as the library's Spanish interpreter and translator, troubleshoot and solve common computer issues and prioritize problem calls to the Assistant Library Director for resolution. This person performs a variety of duties which assist the assistant director in maintaining and operating the library's computer network, individual workstations and peripherals. Employee can work independently while following established practices.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Develops, advertises and teaches instructional computer classes in both English and Spanish for the patrons and staff.
- Serves as a Spanish translator and interpreter for the Library.
- Troubleshoots software and hardware problems on the network and on individual PCs and peripherals.
- Assists in the operation, minor repair, and maintenance of technology and office equipment.
- Schedules computer and office equipment for repairs.
- Installs new software and maintains/updates existing software.
- Processes and assembles new technology equipment.
- Assists in setting up computer equipment for demos, workshops and meetings.
- Maintains statistics on computer usage and writes reports as needed.
- Responsible for maintaining inventory of hardware, software and technology supplies.
- Coordinates and documents the discarding of library computer and office equipment.
- Assists with preparing and updating the library's technology plan.
- Attends meetings and training courses as needed to remain current with computer and software developments that impact the library.
- Recommends the implementation of new procedures, software and hardware to provide the best service to patrons and staff.

QUALIFICATIONS

The candidate must possess a strong working knowledge and experience of managing and maintaining computers, operating systems and basic software applications in a network environment; must have the ability to install, configure and troubleshoot PC and network-related hardware and software. He/she should be able to interact with the public and staff in a positive and instructional manner, and possess good verbal and written skills in both English and Spanish. Candidate must have good working knowledge of Microsoft Office Suite (Excel, Word, Access, Publisher, PowerPoint and Outlook) and its successors, along with web-based email programs and the Internet.

EDUCATION and/or EXPERIENCE

Requires an Associates degree in computer science or related field and at least two years of related experience working with PCs in a networked environment.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals in both English and Spanish; Ability to write routine reports and correspondence in both English and Spanish; Ability to speak effectively with library customers and employees of organization in both English and Spanish.

MATHEMATICAL SKILLS

Ability to apply mathematical concepts to everyday situations.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations. Ability to deal tactfully and courteously with library customers.

PHYSICAL DEMANDS

The physical demands described here are representative of that which must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to stand; walk; use hands to handle or feel; reach with hands and arms; stoop, kneel, crouch or crawl; and talk or hear. The employee must occasionally lift and/or move up to 25 pounds. Must have the ability and manual dexterity to install, operate and troubleshoot computers, peripherals, and other technical equipment. Specific vision abilities required by this job include close vision and distance vision.

WORK ENVIRONMENT

The noise level in the work environment is usually moderate, numerous people talking at normal levels.