



153 US Highway 5 : : PO Box 137 Hartland, VT 05048

6/15/2021

Technology Tutor

Job Summary

The Hartland Public Library technology tutor teaches technology skills to adults, primarily one on one. The Hartland Tech Tutor takes time to understand the technology need, teaches skills relevant to each individual's learning needs, and tracks and evaluates each interaction. Duties may also include occasional technology classes, depending upon demand and funding.

Reports to Library Director.

Time commitment is an average of 2- 4 hours per week. This includes some evening and weekend hours.

Principle Responsibilities and Duties

- Meet with patrons one on one to provide technology training.
- Set learning goals for each interaction and assess whether follow-up is needed.
- Keep track of each interaction and gauge learning outcomes.
- Troubleshoot and follow up to resolve any outstanding questions.
- Emphasize patron learning rather than quick solutions to problems.
- Teach occasional classes based on demand and availability.
- Report any problems or complaints to the library director.

Knowledge, Skills and Abilities

- Working knowledge of PCs, Macs, and mobile devices.
- Familiarity with a range of software and email applications.
- Demonstrated ability and commitment to keeping technology skills current.
- Background and interest in computer hardware, software and mobile devices.
- Ability to troubleshoot and research solutions to technology problems as they arise.
- A strong commitment to customer service and an ability to communicate effectively with library patrons and staff of all ages.
- Demonstrated ability to clearly and patiently explain technology concepts.

Education and Training

High school diploma required, plus 1-2 years of experience in computer or technology-related services. College or technical training in computer science is desirable, but not required.