

Technology Trainer

Position Description

The libraries of Champaign County are seeking a customer-oriented individual with strong technology skills for their position of Technology Trainer. This position is made possible by the Guiding Ohio Online grant that is funded with Institute of Museum and Library Services LSTA funds awarded to the State Library of Ohio. The Guiding Ohio Online Technology Trainer is expected to work 1820 hours during the 12-month grant period that runs until June 30, 2023. The trainer will work at each library location in Champaign County: Christiansburg, Mechanicsburg, North Lewisburg, St. Paris, and Urbana. Compensation for this contract position will be \$18+ per hour (depending on start date).

Guiding Ohio Online's vision is for every Ohioan to be able to fully participate in online government, search and apply for jobs online, understand the risks and benefits to internet finance, connect with family online, and protect personal information in the digital age. Guiding Ohio Online trainers are placed in areas hardest hit by poverty in rural Ohio to perform training sessions, outreach, hands-on help, and other services to fulfill our vision. By placing Guiding Ohio Online trainers in libraries, we seek to enhance the image of libraries as premier providers of 21st century learning and a vital hub connecting the community to the digital world.

Program Duties

- **Work with inexperienced learners in one-on-one assistance either on a drop-in basis or scheduled appointments.** Explain complex technological concepts in simple and clear terms through effective instruction. Use images and graphical representations to support language-based explanations.
- **Plan, schedule and conduct digital literacy training in a classroom setting.** (e.g., prepare materials and teach sessions, obtain training materials, equipment & supplies). Demonstrate comfort and ease speaking in a classroom situation. Organize presentations of information into logical sequences and/or step-by-step processes.
- **Develop new digital literacy training.** Provide ideas for, plan and lead new technology training based on needs in the community.
- **Engage the community.** Make connections with individuals and volunteers in the community for program outreach and program enhancement. Respond to community needs through surveys and other tools.
- **Market training and other digital resources.** Prepare and distribute fliers and/or correspondence to announce training programs.
- **Maintain Records.** Maintain accurate records of training programs in accordance with project reporting guidelines.
- **Perform specific duties needed by the community.** Based on the needs and demographics of the community served, Guiding Ohio Online trainers may perform functions to serve targeted populations such as technology training in low income housing.

Attitude and General Responsibilities

- **Flexibility.** Demonstrate flexibility and an eagerness to learn new ideas.
- **Demonstrate interest in helping others.** Alleviate barriers to computers, digital literacy, internet adoption and the learning process. Display comfort working with a wide range of socio-economic backgrounds. Excellent interpersonal skills needed with the ability to interact effectively with all customer age groups.
- **Support colleagues.** Assist coworkers, supervisor(s), and administrative staff in duties as appropriate and necessary.
- **Communicate.** Consult with appropriate parties on issues or concerns, offering analysis and solutions whenever possible.
- **Respect others.** Respect confidentiality and privacy of library patrons, coworkers, and others

Essential Skills

- Ability to use and understand a PC desktop and/or laptop computer, including a mouse, printer, scanner and other peripherals.
- Familiarity with major internet browsers including but not limited to: Internet Explorer, Chrome, Firefox, and Safari.
- Knowledge of common communication technologies such as email and social media.
- Knowledge of Microsoft Office products such as Microsoft Word, Publisher, PowerPoint, and Excel.
- General understanding of the functionality of eReaders, smartphones, and tablet computers.
- General understanding of digital media such as eBooks, digital magazines, and streaming video.
- Degree from an accredited college or university or an equivalent combination of higher education, experience, certification, and training which provides the knowledge, skills, and abilities necessary to perform the work associated with this position.

Desired Skills

- Experience teaching or tutoring others.
- Experience working or volunteering in a public library.

Additional requirements

- Evening and weekend hours may be required.
- Having a valid driver's license and access to a vehicle.
- Must be over 18 years of age.
- Must be a U.S. Citizen, National or Lawful Permanent Resident.