

Department:	Norfolk Public Library
Title:	Computer Aide
Location:	Various branch locations
Hours:	During library hours
Description:	Demonstrates and provides direction in the usage of computer hardware and software to patrons; does related work as required.
Essential Functions:	<p>Helps patrons sign on to use library computers</p> <p>Trouble shoots simple problems such as paper jams, screen freeze, printing problems, etc.</p> <p>Assists patrons with email, Microsoft, NPL system databases, and the Internet</p> <p>Provides basic assistance in using the mouse, keyboard, and personal storage devices</p> <p>Monitors patrons conduct at the computers, reporting violations to security guards or staff</p> <p>Cleans computers and peripheral equipment</p> <p>Performs assigned duties as required</p>
Education/Experience/Skills:	<p>Familiarity with personal computers and use of the Internet</p> <p>Excellent customer service skills</p> <p>Additional training will be provided by NPL</p>
Closing Date:	Ongoing
Contact Information:	<p>Amanda Lloyd, Volunteer and Training Coordinator</p> <p>amanda.lloyd@norfolk.gov</p> <p>757-664-7328 ext. 320</p>
Webpage Links:	www.npl.lib.va.us