

South Natomas Public Library – Teen Volunteer Program
Teen Tech – Desk Top Support
Job Description

Position Description:

The Teen Tech provides desktop support, assisting patrons on public access computers to: reserve computer; log on; access Internet; laptop setup (wifi); print out; setup email; access library electronic databases; install and access jump drive/disk; troubleshoot and resolve basic software applications issues (MS Office – Word, Excel, PowerPoint)

Qualifications:

- Sophomore, Junior or Senior in high school
- Completion of computer science introductory course(s)
- Familiarity with PCs and MS Office applications: Word, Excel, PowerPoint
- Ability to work independently
- Ability to work and communicate with diverse group of people

Responsibilities:

- Assist customers in computer areas
- Assist customers with document printing tasks
- Refer customers to appropriate staff when requests are beyond Teen Tech expertise or access
- Attend training session(s) by library staff to gain necessary skills

Training Provided:

- Orientation to library areas and computer system
- Working with people from other cultures and people with limited-English
- Working with people with special needs, disabilities and technophobia

Benefits of Volunteering:

- Fulfill community service hours
- Work experience for resume
- Letter of recommendation upon completion of volunteer commitment
- Learn new skills and meet new people

Time Commitment: 2 hours/week; 2 week trial period
3:30 to 5:30/Monday through Thursday
3:00 to 5:00/Friday or Saturday

Contact Person: Vicki Rondeau, Branch Supervisor, 566-2129

South Natomas Public Library.....literally, the place to be!