

**MICHIGAN TECHNOLOGICAL UNIVERSITY
CLASSIFICATION DESCRIPTION**

**UAW INTERNAL POSTING ONLY
02/13/2012 TO 02/17/2012**

Job Title: STAFF ASSISTANT (N6)
Department: J. ROBERT VAN PELT LIBRARY
Hourly Rate: MINIMUM \$12.65 – MAXIMUM \$16.20
Supervisor: STRATEGIC INITIATIVES LIBRARIAN

SUMMARY: This position participates in a variety of digital library and service assessment projects for several departments in the Van Pelt and Opie Library. Routine responsibilities include tracking and organizing usage data of digital library resources and usage of the library's services and programs; and participation on digital library project teams for existing and new projects. Performs customer service functions by answering inquiries from students, faculty and staff and colleagues.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Supports the library and archival digital and Web-based collections (e.g., e-journals, databases, e-books, other media) by collecting, maintaining, analyzing and reporting internally and externally produced usage data using vendor/publisher-supplied systems and Excel.
- Monitors developments and changes from vendors and publishers of the library's databases and other digital resources and reports new information to library staff.
- Works collaboratively with staff responsible for the library's systems to generate reports, combine them when relevant, and to provide routine and ad-hoc reports.
- Supports the library's assessment program monitoring use of its services, instruction and research support programs and outreach initiatives. This includes routine data collection and periodic surveys, questionnaires and focus groups and maintaining a calendar for data collection and reporting.
- Serves as an essential member of the library's teams that develop or maintain digital library services including, but not limited to, a campus repository and migration of data and images from a digital image archive.
- Creates, edits and maintains descriptions and listings in the library's Web sites.
- Participates with the Web re-design team including support for related digital library tools.
- Provides scheduling functions for the library's learning classrooms, Digital Studio, videoconferencing conference room, and other educational and collaborative spaces. These responsibilities include tracking and reporting use.
- Participates on team that responds to user inquiries about digital library services; participates in trouble-shooting and problem analysis with library and IT staff; follows-up with library users.
- Supports the library staff and library users by monitoring trends and tracking fulfillment of tickets and services provide by the IT organization.
- Provides support for the library's periodic and annual data collection; contributes to the development of annual reports and other library publications.

SUPERVISORY RESPONSIBILITIES:

Functional supervision may be exercised over student assistants.

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:
REQUIRED:

High school diploma, or an equivalent combination of education and experience from which comparable knowledge and abilities can be acquired.

Four years experience in an office in a higher education institution, library, IT or other data-intensive organization.

Four years experience using spreadsheet, database (e.g., Access) and word processing software.

Experience using advanced functions of word processing applications such as utilizing columns or tables, sorting, mail merge and creating macros.

Experience using advanced features of spreadsheet/database applications such as creating macros, using cell range names or using the file extraction/combine feature.

STAFF ASSISTANT N6 – J. ROBERT VAN PELT LIBRARY

OTHER SKILLS AND ABILITIES:

REQUIRED:

Outstanding interpersonal and group communication skills and oral and written communication skills.
Effective skill in organizing electronic files for retrieval and analysis.
High degree of flexibility and capacity to multi-task.
Demonstrated ability to work effectively and harmoniously in groups or teams.
Demonstrated ability to work effectively in a project-oriented environment with multiple priorities.
Demonstrated ability to work, communicate and interact with a diverse customer base and colleagues.
Excellent service orientation to students, faculty, staff and colleagues.
Demonstrated knowledge of proper grammar, spelling and punctuation.
Demonstrated ability to work accurately with numbers with an acute attention to detail.
Demonstrated ability to independently organize and prioritize work assignments and take initiative to solve problems to meet deadlines in a complex work environment.
Demonstrated willingness and ability to learn new software or systems.

OTHER SKILLS AND ABILITIES:

DESIRABLE:

Demonstrated ability to learn new computer and project management skills.
Demonstrated adaptability to rapid change and ability to occasionally work under short deadlines.
Demonstrated ability to work effectively with frequent and multiple interruptions.
Experience with Web software (e.g., content management systems).
Experience with support for and/or use of contemporary library systems and services.

LANGUAGE SKILLS:

Ability to read and interpret documents such as procedures and policies; operating and maintenance instructions; ability to write instructions and procedures.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure using whole numbers, common fractions and decimals. Understanding of basic statistics.

REASONING ABILITY:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
Ability to define problems, collect data, establish facts, and draw valid conclusions.

OTHER SKILLS:

Self-starter in seeking new information from colleagues, user forums and other sources to solve problems. Highly motivated to learn new skills, tools and techniques.

PHYSICAL DEMANDS: The physical demands described here are representative of those that 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.

The employee is frequently required to sit. The employee is frequently required to use a computer. The employee is expected to have specific vision abilities including close vision and the ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

The qualifications and specifications mentioned above are intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his/her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty. The position will be filled based on qualifications regardless of Race, Color, Disability, Religion, Sex, Sexual Orientation, National Origin, Height, Weight, Age, Veteran or Marital Status. 12043 Feb 2012