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| Position Title | Integrated Library System Administrator | | |
| Working Title | | | |
| FLSA Status | Eligible | Job Code | |
| Classification | MP2 | Latest Revision | 11/2018 |

General Purpose

Working independently with minimal supervision, this position is responsible for the administration and maintenance of Integrated Library System (ILS) software, including developing training resources. Provides direct service on the Helpdesk and administers the daily operation of the telephone system

Illustrative Examples of Duties and Responsibilities

Installs, maintains, upgrades, troubleshoots, and administers the ILS server, services and web-based software.

Monitor and analyze ILS operations; carry out tasks necessary to maintain peak performance; resolve ILS problems within scope of authority.

Administer the daily operation of the telephone system and make programming changes; Provide Helpdesk assistance; refer to appropriate IT staff as necessary.

In coordination with Public Services and Collection Services staff, develop functional strategies for the implementation and use of ILS related products, features, and technologies.

Create and run ILS vendor-supplied and original statistical and informational reports, including use of vendor supplied application programming interface (API) capabilities; assist staff in creating templates to run their reports; coordinate with the ILS vendor and other Information Technology (IT) staff as necessary.

Research and test new ILS related software applications as assigned for implementation by the District.

Coordinate with the Public Services Manager to provide ILS training; develop training materials for the ILS; provide appropriate training of other application software in response to a specified need; demonstrate new product information for District supported application software as assigned.

May monitor federal E-rate regulations; submit applications for E-rate discounts and payments.

Performs other related duties as assigned.



www.sclld.org
 Administrative Offices
 509.893.8200
 fax 509.893.8472

Airway Heights Library
 509.893.8250
 Argonne Library
 509.893.8260

Cheney Library
 509.893.8280
 Deer Park Library
 509.893.8300

Fairfield Library
 509.893.8320
 Medical Lake Library
 509.893.8330

Moran Prairie Library
 509.893.8340
 North Spokane Library
 509.893.8350

Otis Orchards Library
 509.893.8390
 Spokane Valley Library
 509.893.8400

Supervision

Reports to: IT Manager

Supervises: N/A

Minimum Qualifications

Required

- Bachelor's degree in computer science or related field
- Three years recent in-depth work experience with an Integrated Library System
- Two years' demonstrated experience in troubleshooting and resolving software and desktop computer problems, with at least one year experience in integrating new software applications into an ongoing system
- Demonstrated ability to train others in software usage, coordinate projects, and successfully work with outside vendors
- Experience with telephone system administration

Preferred

- SirsiDynix Symphony experience preferred.
- Public library experience in technical services, information services, or circulation services preferred

The District may accept an equivalent combination of education and experience in lieu of the above requirements.

Necessary Knowledge, Skills & Abilities

Knowledge of:

- Complex database issues in a client-server environment.
- Methods for effective software training.
- Microsoft software experience

Skill in:

- Use of a variety of computer software programs and equipment to perform duties.

Ability to:

- Provide technical assistance to staff having varying levels of technical expertise and aptitude.
- Troubleshoot software and hardware problems including telephone systems.
- Develop training programs and tools using appropriate software.
- Gather and analyze data and prepare reports.
- Communicate effectively with staff and others, both orally and in writing
- Consistently demonstrate effective customer service behavior(s);
- Interact in a professional and respectful manner with District staff and the public;
- Maintain confidentiality of customer information;



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- Establish and maintain effective working relationships in a team environment;
- Use initiative, problem-solving skills, and sound judgment;
- Work quickly and accurately; follow directions; meet deadlines.

Work Environment/Physical Demands

Work is performed primarily in a library or office environment. Work may be performed at offsite locations during outreach activities. The noise level is usually moderate. Multiple interruptions, troubleshooting, and solving problems requiring research and interpretation are illustrative of the environmental requirements of the position.

An individual performing the duties in this position may be required to sit or stand for long periods of time, lift or move up to 40 pounds and/or push and/or pull objects weighing 50-100 pounds on a wheeled cart or book truck.

Special Requirements

- Criminal background check required.
- Must have valid driver’s license and required mandatory insurance when operating a privately owned vehicle for business purposes.
- Must be able to travel to other locations to perform work, and/or attend work-related meetings, workshops or conferences.

The duties listed above are intended only as illustrations of the types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.



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