

Position Title	Integrated Library System Administrator		
Working Title	ILS Administrator		
FLSA Status	Eligible	Job Code	
Classification	MP2	Latest Revision	December 2020

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 Operations 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.

Performs other related duties as assigned.

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
Skill in	Use of a variety of computer software programs and equipment
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, vendors and the public.
	Maintain confidentiality of customer information.
	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

Work is performed primarily in an office environment. This position requires frequent public contact. The noise level is usually quiet to moderate.

Physical Demands

An individual performing the duties in this position may be required to stand, walk, stoop, kneel, reach, bend, and/or crouch; lift, carry and/or grasp up to 40 pounds and/or push and/or pull objects weighing 50-100 pounds on a wheeled cart or hand truck.
May occasionally be required to push and/or pull objects weighing up to 200 pounds on a wheeled cart.

Special Requirements

Background check required per policy.

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 various locations to perform work, and/or attend work-related meetings, workshops, or conferences.

The duties listed 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.