Winnefox Library System
Position Description

Position: ILS Specialist
Full time, non-exempt position

Date: March 26th, 2014

General Purpose
Complement the skills of the technology team by providing backup support for the Integrated Library System and its related peripherals; write custom reports and scripts; and assist the ILS Manager and rest of the team as needed.

Supervisor: ILS Manager

Supervises:

Salary Matrix Level: D

Essential Duties and Responsibilities

Duty / Responsibility	Performance Standards
75% Support the ILS system	
• Assist with ILS server maintenance • Work with the hardware and software vendors to log problems • Support, maintain and update integrated 3rd party software • Support staff using SirsiDynix BLUEcloud products on mobile devices • Identify, research and resolve ILS problems • Support staff with ILS related issues • Troubleshoot receipt printers, scanners, and other ILS-related peripherals • Assist with software upgrades • Assist with training member library staff on ILS • Assist with documentation of ILS procedures and policies	• System software is up-to-date, and available for use during libraries' business hours • Problems or questions get resolved or referred on to the vendor in a timely fashion. • Minimal server downtime • Lack of disruption to services needed by users • Efficient utilization of resources • No loss of critical data • Library staff questions are answered quickly and accurately • Peripheral equipment works as expected • Upgrades occur regularly • Member library staff are trained and can perform required tasks efficiently • Procedures and policies are documented and posted on the Extranet

15% Reports support	
• Create new WorkFlows templates to fulfill member library requests, or improve staff efficiency • Provide support to staff when the reports they run don't produce the results they expect. • Manage the email notice process and procedures • Export data from reports into Excel for additional manipulation • Proofread documents and reports created by the ILS Manager • Run regular weeding and statistical reports	• Increased independence for member libraries to run their own reports • Library staff satisfaction with report results • Notices get distributed regularly and correctly • Finished reports are put into a format easily accessible by library staff • Accuracy in published documentation and written policies. Accuracy in data modification • Weeding and statistical reports are produced on a regular basis
10% Other Duties as Assigned --which may include:	
• Sustain the OPAC—including server maintenance, minor modifications, troubleshoot technical problems • Support member libraries when they or their patrons have questions or problems with the OPAC • Provide 3rd tier support for PCs, printers, other non-ILS related devices • Manage the online payment software	• The OPAC is available 23/7 for the public to access library information. • Patron and library staff satisfaction with the OPAC performance and design • Support calls and emails get answered in a more timely fashion by providing coverage when other support staff are unavailable • The online payment software is Payment Card Industry compliant and available whenever the catalog is available.

NECESSARY KNOWLEDGE, SKILLS AND ABILITIES
- Thorough, experiential knowledge of SirsiDynix Symphony and Workflows.
- Understanding of the cooperative nature of a library system and/or consortium
- Ability to establish and maintain effective working relationships with system staff and member library staff.
- Willingness and ability to attend relevant statewide, regional, and national meetings and conferences.
- Writing and editing skills in a variety of media, including print, electronic and digital.
- Computer skills including confident use of personal productivity software (word processing, spreadsheet, email, calendaring, presentation) and web-based communication tools.
- Inter-personal skills; capable of working in a team environment.

- Coaching skills, including the ability to clearly and patiently explain how and why tasks are to be performed.
- Skill in communicating effectively with people from diverse backgrounds.
- Ability to prioritize tasks
- Ability to handle multiple projects and deadlines
- Ability to adapt to change
- Willingness to teach and learn new ways of doing things, including new technologies.

REQUIRED EDUCATION AND/OR EXPERIENCE
- Bachelor's degree with a focus on information science, technology, or equivalent education and experience judged sufficient to carry out the essential functions of this position.
  MLIS, or academic course work in the library field highly desirable
- Five years' experience in using and troubleshooting SirsiDynix Symphony/Workflows software. Configuration/administration experience highly desirable
- Knowledge of MARC cataloging format
- Experience working in a consortium or cooperative desirable
- Public Library experience desirable
- Willingness to work flexible hours, including some evenings and weekends.
- Valid driver's license, access to a vehicle, and willingness to travel to participating libraries and state-level meetings.

TOOLS AND EQUIPMENT USED
Typical office equipment, computers and software including computer workstation, computer projector, calculator, fax machine, photocopier, telephone, and printers.

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.

While performing the duties of this job, the employee may be required to use hands to dial, handle, or feel objects or controls; and reach with hands and arms. The employee may be required to kneel, walk, stand, bend, twist, push and pull. Job requires employee to be able to push carts and lift boxes weighing up to 50 pounds.

WORK ENVIRONMENT
Typical office environment.

SELECTION GUIDELINES
Formal application, rating of education and experience; oral interview; background check; and job-related tests may be required.

The duties listed above are intended only as illustrations of the various 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.

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