# Timberland Regional LIBRARY

## IT Specialist 4

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| DEPARTMENT: | Information Technology |
| GRADE: | 64 |
| CLASS CODE: | |
| FLSA STATUS: | Exempt |
| UNION STATUS: | Not Represented |
| REVISED DATE: | October 28, 2019 |

## Summary:

Under general supervision, performs a variety of analysis and technical support functions in relation to the installation, configuration, administration and maintenance of the integrated library system (ILS) and related systems.

## Reporting Relationships and Team Work:  Under general supervision of the Finance and IT Director and as part of a service-oriented team.

## Essential Duties and Responsibilities:

*Class specifications are intended to provide a descriptive list illustrative of the range of duties performed by employees in the class. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.*

1. Oversees and coordinates, analyzes, evaluates, configures, tests and maintains the ILS software and related software systems used by the staff and public.  Monitors and analyzes ILS operations and resolves problems.

2. Performs ILS database maintenance functions, such as deleting withdrawn and missing items and inactive patron records.  Writes and maintains documentation on the configuration, administration and maintenance procedures associated with the ILS. Coordinates with the ILS vendor to report, troubleshoot and fix problems and to plan for new features and implement upgrades.

3. Creates and runs ILS vendor-supplied and original statistical and information reports.

4. Coordinates and presents staff training in the use of library computer systems and software.

5. Coordinates with other Computer Services and TRL staff as necessary. Provides expert telephone and remote assistance to staff and patrons regarding the ILS. Provides assistance in maintaining ILS equipment; may assist with printing hold and overdue notices.

6. Develops migration and implementation plans between ILS systems or between ILS and related software systems.

7. Analyzes policies and procedures to develop workflow and ILS software configurations. Assists and advises staff and administration with policy changes that impact the ILS and related systems.

8. Serves as a contact with patrons regarding collection agency issues; waives fees, expunges accounts from credit reporting agencies, and synchronizes collection agency and circulation system balances.

9. Provides telephone and on-site technical support to staff and patrons, for hardware, software, and network issues.

10. May participate on local and district-wide committees and perform other duties as assigned or required.

## Core Skills and Qualities:

*Complete definitions are included on the TRL evaluation form. Employees are expected to demonstrate the following qualities at all times:*

1. Establish and maintain effective working relationships with internal staff, outside organizations, and the general public.
2. Positively reflect TRL's mission, vision, and values to the staff and public.
3. Effective organizational and time management skills, including the ability to multitask, manage multiple projects at the same time and adapt to changing priorities to meet demands of the department.
4. Communicate effectively verbally and in writing.
5. Demonstrate quality customer service.
6. Exhibit reliability and dependability. Demonstrate punctuality and regular and consistent attendance.
7. Demonstrate a positive attitude and flexibility.
8. Work well with others, show respect, contribute to the team.

## Required Knowledge, Skills, and Abilities:

*Employees are expected to perform or possess the following:*

1. English grammar, punctuation and spelling, including strong proofreading skills.
2. Standards for maintaining departmental records and databases.
3. Skill in data gathering and information compilation for statistical reporting.
4. Ability to work independently and innovatively in a variety of situations and be flexible and adaptable to change.
5. Establishing and maintaining effective working relationships with staff, vendors, volunteers, and patrons.
6. Ability to maintain records; and to circulate instructional information according to established procedures.
7. Facilitating the delivery of high-quality, customer-focused IT services.
8. Critical thinking and problem solving in meeting the needs of customers.
9. Maintaining and upholding confidentiality and privacy rights.
10. Effective organizational skills, including ability to multitask and manage multiple projects at the same time and adaptability to changing priorities to meet demands of the Library.

## Technology Requirements:

- Principles and practices of computer science.
- Writing documentation on systems and procedures for both technical and non-technical audiences.
- Providing onsite and telephone technical support in relation to computer systems, hardware, and software.
- Microsoft Office Suite 2010 to current version (Access, Excel, Outlook, PowerPoint, Word).
- Advanced Sharepoint experience.
- Integrated library systems, library databases, and software.
- Configuring, maintenance and technical support of an ILS and related systems.

## Education and Experience:

Bachelor's Degree and four years integrated library system or library technical support experience; OR an equivalent combination of education and experience. Experience with Symphony ILS is preferred.

## Licenses, Certifications, and Special Requirements:

- Must have a valid Washington State Driver's License and an acceptable driving records, OR must be able to provide own transportation to and from the job, meetings and related job sites.
- Must pass and maintain a criminal background check.

- The ability to work evenings and weekends and to adapt to schedule changes on short notice.

## Physical and Environmental Conditions:
- Work is performed in a busy, service-oriented office with frequent interruptions and under the stress of continual pressure to meet deadlines and handle competing priorities.
- Subject to sitting, standing, walking, bending, reaching, and lifting of objects up to 40 pounds; depending on area of assignment, may be occasionally be required to lift objects up to 65 pounds.
- Dexterity of hands and fingers to operate a computer keyboard and other technology equipment.
- Occasional travel is required to attend meetings at other sites and locations, or to participate in work-related assignments.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions with this job.

This and all TRL positions are subject to transfer, based on library need.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job. Timberland Regional Library is an Equal Opportunity Employer.