



City of Irving Job Description

Technical Systems Specialist

FLSA Status:	Non-Exempt	Job Department:	Library
Job Code:	27082	Reports To (Job Title):	Library Technical Services Manager

PURPOSE

To perform duties related to daily operation of library automation systems, including data control, configuration, maintenance, reports and training, and integration of new library technologies.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Perform daily system monitoring to verify satisfactory completion of scheduled jobs/reports, and troubleshoot and assist with resolving system software issues.
- Create, edit, and update scheduled jobs/reports and custom reports.
- Create, edit, update, and document system configuration codes and templates as needed.
- Assist with performing batch editing, processing, and loading of bibliographic files for new electronic resources.
- Assist with loading files of authority control records and related bibliographic records to maintain consistency of headings and cross-references in the library catalog.
- Assist with manual review of authority control processing reports.
- Assist with updating of the content management system site.
- Assist with compiling monthly statistical data utilizing a variety of software and report capabilities.
- Assist with the development and integration of new technologies for library applications.
- Train staff in the efficient use of library automation systems software.

OTHER DUTIES AND RESPONSIBILITIES

- Perform duties in the core Technical Services functions on a regular basis to maintain awareness of system functionality and issues.
- Maintain up-to-date knowledge of system standards and trends in library automation technology.
- Perform full range of designated circulation duties on rotation schedule while interfacing with the public, including check-out, check-in, registration, etc.
- Other duties as assigned.

SUPERVISORY RESPONSIBILITIES

Supervisory responsibility is not a regular part of the position.

FINANCIAL / BUDGETARY RESPONSIBILITY

N/A

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- Associate's degree from an accredited college or university with major course work in a closely related field or equivalent.

EXPERIENCE

- At least two (2) years of experience, to include at least:
 - One (1) year of experience with Integrated Library Systems software..
 - One (1) year experience with other library software and related technology, including OCLC, MARC formats, MARCedit, electronic ordering systems, and interlibrary loan systems (e.g. Interlibrary Loan).
 - One (1) year of experience and skill with software training and troubleshooting, reports and/or programming.

CERTIFICATES, LICENSES, REGISTRATIONS

- Driver's license and other qualifications specified for driving City vehicle.

KNOWLEDGE OF

- Various computer reporting and scripting languages, etc. (such as SQL, Perl, HTML, and CSS).
- Integrated Library Systems (ILS) for acquisitions, cataloging, serials control, circulation tasks; OCLC Connexion, Local Holding Records, WorldCat Resource Sharing, Interlibrary loan system
- National codes for cataloging and interlibrary loan [e.g. AACR2r, RDA, ALA Interlibrary Loan Code for the United States]
- International data communication formats: Machine Readable Cataloging (MARC/ISO 2709) and USMARC Format for Holdings Data
- Dewey Decimal Classification, Library of Congress Subject Headings, Authority Forms, GSAFD

SKILLS AND ABILITIES IN

- Library Software Operations: Configuring, maintaining, and troubleshooting of library computer software systems
- Library Training: Training others in the efficient use of library software and technologies
- Skillful Accuracy: Performing highly detailed tasks utilizing systems and software for cataloging, acquisitions, serials, interlibrary loan, circulation, and creation/maintenance of local holdings records with attention to detail.

- English Oral and Written Comprehension: Using the English language for receiving and giving written and oral instruction/training and preparing documentation.
- Cooperation and Networking: Establishing and maintaining co-operative working relationships.

GUIDANCE RECEIVED

Periodic Supervision and Range of Guidelines/Procedures

Follows periodic direct instructions and guidelines, policies and procedures that require some interpretation. Problems that cannot be addressed through an existing guideline, policy or procedure are referred to supervisor or more senior position. Position incumbent must exercise judgment about when to escalate issues.

CONTACTS

This position interacts with: OCLC staff for technical assistance; Polaris Support staff for problem resolution; Other technology vendor customer service representatives; and, citizens/customers. Internally, this position also interacts with Information Technology staff, Librarians and library staff in other work units.

EQUIPMENT AND PROPERTY

This position utilizes library materials processing equipment including library stamps, book covering tools, security device tools, in addition to general office equipment, including a computer, monitors, keyboards, mouse or trackball, barcode scanners, label printer, laser printer, photocopier, scanner, fax, tape dispensers, paper cutters, etc.

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.*

The Job requires one to sit and work at a computer for long periods of time, reading screens of data on computer monitors, and using a keyboard and mouse/track ball. The employee will be expected to grasp, lift, hold and handle library books and materials (up to 25 pounds); lift boxes and tubs weighing up to 70 pounds; push/manipulate book trucks weighing up to 400 pounds; and, grasp, handle and apply stamps and labels. Also, the job entails standing for long periods of time while performing circulation tasks, including bending and lifting to perform circulation tasks.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

Air contaminants, including dust and mold from books and other materials.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.