



Senior Systems Specialist

(Non-Exempt)

Current Pay Grade: 4

Reports To: Systems Manager

Summary:

The Senior Systems Specialist assists with the operation of all PrairieCat hardware, software, reporting, telecommunications, and network infrastructure. The position also assists in the configuration and troubleshooting of the Integrated Library System (ILS). The Senior Systems Specialist is a member of the PrairieCat Systems team and reports directly to the Systems Manager. The Senior Systems Specialist works closely with other team members, PrairieCat staff and member libraries to provide effective support and continuity of PrairieCat services.

Responsibilities:

- Working with other Systems staff, ensure network connectivity between remote libraries and PrairieCat servers.
- Perform hardware maintenance, upgrades, troubleshooting, and support as directed.
- Advise member library staff on the efficient and effective implementation of software and hardware.
- Initiate and monitor support tickets with integrated library system and other vendors in areas of responsibility.
- Work with Library and Data Coordinators to assist member libraries in configuring codes, parameters, and options of the ILS to best meet the needs of their collections and organizations.
- Assist Library and Data Coordinators to troubleshoot ILS software and configuration issues.
- Participate in the testing of new and upgraded software.
- Troubleshoot software issues with PrairieCat and member library staff.
- Assist with development, maintenance, and enhancement of the online catalog as appropriate.
- Assist System Coordinators with the use of and connection to third party products with the integrated library system platform, such as specialized software and web services, SIP2 services, and API projects, working with vendors as needed.
- Perform system configurations and customizations as directed.
- Maintain awareness of best practices and emerging trends by participating in conferences, workshops, and other learning activities.
- Provide support and expertise to members in areas of responsibility via any available channels, including help desk, phone, and site visits.

- Participate in and assist with regular site visits with members.
- Provide technical consulting to members as needed to establish or maintain PrairieCat services, such as new member activities or the purchase of printers and other peripherals.
- Assists System Coordinators to produce daily, monthly, and special reports and notices for member libraries, develop and run custom reports and provide consultation to members on report creation
- Deliver member training in areas of responsibility.
- Assist with planning and presentation of training for members.
- Create and maintain procedural and operational documentation for PrairieCat.
- Work independently with little to no supervision during part of the working day
- Represent PrairieCat in relevant user groups, associations, and committees.
- Assist the Director and managers with member communications, including mailing lists and other methods.
- Participate in and assist with PrairieCat governance, user group, and committee meetings as directed.
- Develop and maintain content for the PrairieCat support website.
- Participate in special projects as directed.

Knowledge and Experience:

- Associate's degree required, additional IT certifications preferred
- 2 years of experience in library technology or related field highly preferred; experience with integrated library systems preferred
- Demonstrated knowledge of computer hardware and software
- Experience troubleshooting Windows and Linux environments and operating systems
- Experience working with Microsoft server in an Enterprise environment preferred
- Experience with telecommunications infrastructure maintenance preferred
- Experience working with VMWare or other virtualized server software preferred
- Experience with PC hardware and software installation, deployment and maintenance, including disc imaging and remote maintenance tools
- Experience and knowledge with best practices regarding network, server and endpoint security (anti-virus/anti-malware deployment) in an Enterprise environment
- Understanding and working knowledge of internet protocols, including firewall configuration and maintenance
- Experience working with and supporting clients with various levels of technical expertise
- Ability to use extensive workplace technology including email, Internet, office software, remote collaboration tools, and other software

Skills and Abilities:

- Strong customer service orientation
- Excellent written and oral communication skills
- Ability to advise member libraries on hardware and software solutions in relationship to consortium requirements
- Ability to work with vendors to achieve best results for the consortium and its members
- Ability to work effectively and collaboratively with member library staff and colleagues

- Takes a collaborative approach to problem solving, with the emphasis on building consensus, relationships, and results
- Ability to exercise initiative and good judgment
- Ability to be meticulous and detail-oriented
- Ability to effectively organize work and manage multiple tasks simultaneously

Working Conditions and Physical Requirements:

- Normal office working environment
- Ability to communicate in person and via phone, videoconferencing, and email
- Must be able to input data, read computer screens and printed material, type, file, and operate office equipment
- Must have a valid driver's license with a clean driving record
- Ability and willingness to work varied hours, extended hours and to travel occasionally on behalf of PrairieCat
- May use personal vehicles on occasion for business travel within service area. Mileage is reimbursed using federal guidelines
- Primarily sedentary work, but also requires standing, sitting, walking, stooping or crouching, kneeling, reaching, pushing and/or pulling, talking, hearing, grasping, lifting and carrying light to moderate weight such as books, supplies, and file boxes