



# PrairieCat

## Systems Coordinator

**(Exempt)**

**Current Pay Grade: 6**

**Reports To: Systems Manager**

**Summary:**

The Systems Coordinator assists with oversight of the operation of all PrairieCat hardware, software, reporting, telecommunications, and network infrastructure. This position is a key member of the Systems team, and works closely with staff and members to ensure effective support and continuity of PrairieCat services.

**Responsibilities:**

- Assist other members of the PrairieCat server team to ensure network connectivity between remote libraries and PrairieCat applications and servers.
- Perform hardware maintenance, upgrades, troubleshooting, and support on PrairieCat systems as directed.
- Collaborate with PrairieCat and member library staff on the efficient and effective implementation of software, hardware, and other PrairieCat operations.
- Initiate and monitor support tickets with integrated library system and other vendors in areas of responsibility.
- Participate in the testing of new and upgraded software.
- Troubleshoot software issues with PrairieCat and member library staff.
- Assist with the use of and connection to third party products with the PrairieCat 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.
- Participate in the development of new services to provide continued excellent and innovative services to PrairieCat members and their end users.
- Produce daily, monthly, and special reports and notices for member libraries.
- Develop and run complex custom reports for member libraries.
- Provide consulting to members on report creation.
- Maintain logs and reports related to PrairieCat operations.
- Provide on-call support to members during some evenings, weekends, and holidays on a rotating basis.
- 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.

- Oversee and carry out strong project management practices throughout the life cycle of special projects, including initiation, planning, execution, controls, communications, and closing.
- Plan, prepare, and present training for members in areas of responsibility.
- Create and maintain training materials for staff and members. Create and maintain procedural and operational documentation for PrairieCat.
- Assist Director and other managers with member communications, including mailing lists and other methods.
- Develop and maintain content for the PrairieCat support website.
- Participate in and assist with regular site visits with members.
- Work independently with little to no supervision during the working day
- Participate in and assist with PrairieCat governance, user group, and committee meetings as directed.
- Maintain awareness of best practices and emerging trends by participating in conferences, workshops, and other learning activities.
- Represent PrairieCat in relevant user groups, associations, and committees.
- Other duties as assigned.

#### **Knowledge and Experience:**

- BA/BS required; computer science-related masters or IT certifications preferred
- 3 years in library technology and experience with integrated library systems preferred
- Demonstrated knowledge of computer hardware and software.
- Experience troubleshooting and maintaining Windows and Linux environments and operating systems
- Experience with telecommunications infrastructure maintenance
- Experience working with Microsoft server in an Enterprise environment, including Active Directory experience
- Experience working with VMWare or other virtualized server software
- 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 deployments, IDS/IPS deployments, SSL, etc.), in an Enterprise environment
- Experience using SQL queries to extract data and create custom reports preferred
- Experience using video editing software for training preferred.
- 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, and work without close supervision
- Ability to be meticulous and detail-oriented
- Ability to effectively organize and prioritize work and manage multiple tasks simultaneously

**Working Conditions and Physical Requirements:**

- Normal office working environment and scheduled teleworking available
- 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 (if possible) 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