**Classified Employee Job Description**

Position Title: Library Systems Technician

Position is 261C Library & Archival Professional 3, Salary Range 53

Position is full time, to start Fall 2019

**POSITION SUMMARY**

This position provides technical support for the library’s software system, Ex Libris Alma, for 50% of the time. The other 50% is staffing the library’s customer service outlets—the physical circulation desk, as well as the interlibrary loan service and the library’s reserve readings collection.

**REPORTING RELATIONSHIPS**

Reports to: Associate Dean of Instructional Resources

**ESSENTIAL FUNCTIONS**

Perform complex technical computer-systems-related tasks, including Primo and Alma-related system administration & database maintenance:

* Perform responsibilities of the onsite system administrator
* Produce regular Alma reports and notices
* Produce custom queries
* Produce custom reports
* Prepare annual reports as requested (i.e. circulation statistics)
* Perform database maintenance, bulk imports and deletions
* Facilitate/manage/lead the implementation and integration of complex technical projects (including new electronic service delivery systems such as: Computer-Print Management System, Primo, Alma) with vendors, other institutions, professional librarians, and with other campus staff

Staff library customer service outlets:

* Process interlibrary loan requests
* Circulate items (check in and out)
* Manage the reserves collection for courses
* Oversee work study students’ day to day work
* Assist the library director and faculty librarian with projects involving the collection; i.e., creating displays, collection management activities
* Triage and refer requests for research and instruction assistance to the faculty librarian or library director

**Other Work Activities**

* Perform related duties or special projects as assigned.

**Duties of the position require knowledge and experience in:**

* Standard and specialized computer applications including but not limited to: Microsoft Office Suite, ExLibris Voyager/Alma, and CTCLink.

**Duties of the position require the ability to:**

* Work well with the public;
* Demonstrate general data management skills in tools such as Excel, Access, Tableau, and SQL;
* Demonstrate general understanding of general library technologies and concepts, including metadata records standards such as MARC and Dublin Core, openURL link resolution, basic HTML and CSS skills;
* Work under the pressure of deadlines, changing priorities and effectively managing multiple concurrent tasks;
* Identify, assess and assist in resolving problems;
* Work independently and in teams while maintaining professionalism and modeling the colleges Guiding Principles;
* Provide excellent staff and student support;
* Interpret policies and procedures.

**GENERAL QUALIFICATIONS**

A bachelor’s degree or equivalent experience/education. Library experience welcomed. Systems administration experience is helpful.

**Required physical abilities:**

Work is performed primarily in an office environment that requires standing and/or sitting and entering data for extended periods of time. Must be able to operate a variety of office equipment. Periodic lifting of objects up to 25 lbs. is expected. Must be able to listen and speak with clarity while conversing in person, online and via phone.

**Required work schedule and work environment:**

Normal work schedule is Monday through Friday during normal office hours. Vacation timing may be limited to reflect the college calendar and service to the needs of the community.

**Required education or certificates:**

A bachelor’s degree or equivalent experience/education. Library experience and systems administration experience welcomed. The successful applicant will be required to complete Ex Libris Alma Administrator training and Ex Libris Primo Administrator training, at the college’s expense.

**Required background clearance:**

No.