

Mid-Hudson Library System | Job Description

Technology Operations Support Specialist

Job Title: Technology Operations Support Specialist

Reports To: Assistant Director/Technology Operations Manager

FLSA Status: Non-exempt

Telecommuting: Eligible

Revised Date: 4.2021

Summary: Provide telephone, email, web-based and onsite support to member libraries in areas of technology related to the Integrated Library System (ILS), eResources and System supported services. Assist in the regular maintenance and support of the ILS, eResources and MHLS Technology Operations initiatives.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Act as ticketing system triage agent and primary attendant, providing solutions and or next level steps to efficient and accurate resolution.
- First line of service for ILS related ticket resolution.
- Recognize trends in tickets to inform documentation and training.
- Escalate tickets to appropriate handlers.
- Maintain currency with ILS documentation to provide an informed awareness of known issues and how they relate to ticketing reports from member libraries.
- Communicate known issues appropriately.
- Complete assigned daily, weekly, monthly, and annual maintenance tasks related to the ILS, eResources and related services.
- Generate statistical reports to be provided, posted, or distributed.
- Participate and assist in facilitation of member training.
- Participate and assist in documentation and web content.
- Support ILS processes as directed by Technology Operations Manager
- Participates and promotes 'green' initiatives including, but not limited to, proper recycling and energy conservation.

Supervisory Responsibilities This job has no supervisory responsibilities.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements and competencies listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Initiative- The candidate should have enthusiasm for the work and engage with members and peers in a supportive way. Facilitate and engage in conversation that elevates, evolves, and improves the work of MHLS Technology Operations. An inquiring mind and ability to self-start is a must.

Technology Skills - To perform this job successfully, an individual should have basic knowledge of database software; internet software; spreadsheet software and word processing software, preferably those in the Microsoft 365 suite. The ability to query data and manage report logic is required. Hands-on experience with an ILS is desired, and practical experience with Innovative's Sierra is preferred. This position requires the ability to support member libraries in using applications at a very high level. While tasks can be learned, the position requires qualified experience in managing data and reporting processes.

Language Skills - Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization. Ability to provide organized and clear instruction both verbally and in print.

Quality - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.

Reliability - Meets productivity standards; completes work in timely manner; works quickly. Effectively communicates road-blocks, delays and deficiencies in a timely manner. Treats others with respect and consideration regardless of their status or position; keeps commitments; inspires the trust of others; works ethically and with integrity; works efficiently and effectively; completes tasks on time or notifies appropriate person with an alternate plan; accepts responsibility for own actions; reacts well under pressure; upholds organizational values; recognizes and reports unsafe conditions.

Education and/or Experience: Bachelor's degree or two years related experience and/or training

Certificates, Licenses, Registrations None at this time

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

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level is usually that of a moderate office-type work environment.