

## **JOSEPHINE COMMUNITY LIBRARY DISTRICT**

**POSITION TITLE:** Technology Coordinator

**SUPERVISOR:** Technical Services Manager

### **SUMMARY OF POSITION**

The Technology Coordinator manages the technology platform in public services including the integrated library system (ILS) catalog (content management system) and serves as the interface for vendor communication. With the support of the Operations Manager, the Technology Coordinator responds to staff calls for help, troubleshoots and solves hardware and software problems, supports public service IT programs and outreach, and works with the IT team to ensure excellent internal and external communication. The Technology Coordinator assists the Operations Manager in maintaining software and hardware inventory and licensing. This position helps maintain a team-oriented climate that will attract, keep, inspire, and motivate quality staff and volunteers and secure the trust and confidence of the Board of Directors.

### **ESSENTIAL FUNCTIONS**

- Carry the primary responsibility for maintenance of the customer-facing side of the ILS
- Assist IT network service provider and liaise with staff for third-party IT contract services
- Coordinate IT committee and participate in work groups
- Troubleshoot hardware and software problems and responds to staff support requests
- Train staff and volunteers in related technology to meet organizational goals
- Collect statistics and other data and prepare reports as required

### **IT Coordination**

- Coordinate internal communication for library technology, IT projects, and activities
- Maintain asset management log for all library owned computers and devices
- Recommend technology-related and patron-related policies and procedures
- Coordinate staff IT training as needed
- Stay up to date on professional developments through participation in professional organizations and continuing education opportunities

### **Public Services**

- Develop technology assessments and plans based on customer, library, and staff needs
- Provide STEM-related program support for public services
- Provide patron computer and Internet training support for public services
- Provide circulation and reference desk support as needed

### **NON-ESSENTIAL FUNCTIONS**

- Other duties and tasks as required.

### **SCOPE OF AUTHORITY**

Work is recurring with occasional variations from the norm and involves a moderate amount of complexity. The incumbent works independently, determining their own practices and procedures, contributing to the development of new concepts and policies. Decisions are made within a broad interpretation of applicable laws and governmental guidelines. Errors could result in delay or loss of department services, poor public relations, loss of volunteers, and monetary loss.

## **SUPERVISORY RESPONSIBILITY**

Position may oversee and train volunteers and interns.

## **CONTACTS/COMMUNICATION**

Contacts are generally made with others both within and outside the organization. Communication takes place electronically, via the telephone, and face to face and may be on a one-to-one basis or to groups. Contacts are seldom about confidential or sensitive matters.

## **QUALIFICATIONS**

The ideal candidate for this job has technical experience or aptitude in the information technology field, is highly motivated and well-organized, is a self-starter, with attention to detail, who works efficiently with minimal supervision, and is able to work with a variety of personalities.

- Associates degree in related field; or two years of technology and database management is preferred.
- Proficiency with ILS software (Polaris preferred) or database management, Microsoft Windows, Microsoft Office (Word and Excel), e-mail, Internet essentials, and basic troubleshooting is required. OR, any combination of education, training, and experience which demonstrates the candidate's ability to perform the duties and responsibilities as described.

## **PHYSICAL DEMAND**

- Ability to perform physical tasks including frequent standing, bending, stooping, lifting to 50 lbs.
- Ability to use a computer, including keyboarding.

## **JOB CONDITIONS**

Work takes place in a climate-controlled library generally during daytime hours.

## **FLSA STATUS**

Non-exempt status.

## **BACKGROUND CHECK**

Any job offer tendered is contingent upon satisfactory completion of a background check including driving record.