METROPOLITAN LIBRARY SYSTEM Job Description			
Job Title:	**Integrated Library System Administrator**	**Position Code:**	**1197-118**
Reports To:	**Chief Technology Officer**	**Classification:**	**Exempt**
Division:	**Information Technology**	**Date:**	**05/2024**

JOB SUMMARY:

This position is responsible for developing, implementing, administering, and supporting the Integrated Library System (ILS). This position collaborates with other Metropolitan Library System (MLS) departments, partner agencies, organizations, and vendors that use the system or utilize data from the ILS. Provides leadership within the library to develop and enhance the organizational commitment to innovation and participates nationally to ensure that the system uses the most current and effective technologies to serve guests and staff. The ILS Administrator delivers experiences that support the full variety of library services while solving or coordinating the collaborative, team-based problem-solving processes associated with the ILS. The ILS Administrator will also assist in developing annual budgets for the ILS and associated third-party products and executing approved budgets.

ESSENTIAL JOB FUNCTIONS:

- Manages administration, configuration, and operation of the ILS, including isolating and coordinating rapid issue resolution; handles ILS development, design, and maintenance; evaluates new ILS releases for compatibility and ease of use; coordinates ILS upgrades to production and test environments.
- Monitors performance of the ILS including applications, data integrity, and responsiveness of ILS to library services.
- Manages systems that connect to and utilize the ILS, such as self-checkout, point-of-sale, and PC reservation, ensuring all systems are up to date, coordinates isolation, and rapid resolution to these systems' issues.
- Manages administration of the Automated Material Handling (AMH) systems including coordination, identification, and resolution of sorting issues, creates and modifies sorting tables for different brands in use, creates reports, and coordinates service tickets with various vendors.
- Serves as primary contact for ILS-related issues, and as a liaison to staff, partners, organizations, and vendors for ongoing maintenance, development, and support.
- Coordinates RFID and bar code scanning technologies equipment and services with vendors, libraries, and Information Technology Department staff; troubleshoots, identifies, and resolves issues.
- Administers the ILS Database including creating SQL queries to research data and provide customized reports as needed.
- Advances strategic relationships with users of the ILS; develops and promotes staff training and awareness of existing or new ILS products through onsite visits, online sessions, printed materials, and individual communications.
- Leads or co-leads an MLS user group to establish and review best practices and standard procedures for efficient and effective utilization of the ILS.
- Assists the Chief Technology Officer with budget priorities and strategic direction of the ILS and related technologies.
- Creates and maintains complete and accurate system technical, project, and strategic documentation.
- Studies and explores trends related to the ILS including analysis, creation of specifications, and leading deployment of new applications connected to the ILS.
- Provides excellent service to internal and external guests.
- Completes all required and assigned training on time.
- Champions the library's strategic goals and initiatives with the system's mission and core values in mind.
- Works safely by following the library's safety rules and using safe work practices; uses safety equipment as required.
- Defends the principles of the Citizen's Bill of Library Rights, the Freedom to Read Statement, the privacy of library guests' records, and the code of professional ethics.
- Performs other related duties as assigned.

FREQUENCY OF TRAVEL REQUIREMENTS:
- Frequent travel to other library locations
- Occasional travel within the state or nationally for appropriate professional development and networking.

INTERACTION:
- Interaction with all levels of staff, partners, vendors, and the public.

MATERIAL AND EQUIPMENT USED:
- Computer(s)/Printer(s)
- General Office Equipment

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:
- Master's degree in library studies/information science from an ALA-accredited college or university or equivalent; and
- Two years of library experience supporting, managing, and troubleshooting ILS applications.
  or
- Bachelor's degree in computer science, computer information technology, computer information systems, information and computer science, or equivalent; and
- Four years of library experience supporting, managing, and troubleshooting ILS applications.

Licenses and Certifications:
- None

HIGHLY PREFERRED QUALIFICATIONS AND COMPETENCIES:
- Met minimum requirements plus at least one of the following:
  - One year of ILS oversight; or
  - One year working in the library technology field managing large relational databases and connecting applications utilizing SIP2 and APIs

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:
- SQL database structure management and configuration
- SOAP/REST APIs
- Working knowledge of object-relational database management systems and tools.
- Open-source technologies.
- Collaborative development and project management.
- Agile Project Management
- Basic knowledge of Perl, Python, SQL, Ruby programming.
- Basic knowledge of SIP2 protocol.
- Machine-Readable Cataloging (MARC) standards.
- Library functional areas and technology resources used to support library operations.
- Computer applications and hardware related to performing the job's essential functions.

Skill in:
- Listening to, understanding, and interpreting information received from the system's users.
- Assessing and analyzing situations/problems and logically finding solutions.
- Working collaboratively in a team environment to find solutions to problems.
- Observing or paying attention to details.
- Computing math and statistical operations.
- Evaluating report requests to determine if an existing report can meet the need or if a customized query needs to be developed.
- Using interpersonal skills to effectively interact with others to give or discover information.
- Using tact, discretion, initiative, and independent judgment within established guidelines.
- Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with minimal direction.

Mental and Physical Abilities:
- Ability to troubleshoot hardware and software issues related to operating systems and servers.
- Ability to apply systemic view and approach to understand and resolve effectively and efficiently complex technical problems.
- Ability to plan, budget, coordinate, and implement projects, maintenance, and updates, while adapting to changing needs.
- Ability to communicate thoughts and ideas clearly and effectively verbally and in writing.
- Ability to use diplomacy and tact to establish and maintain positive relationships with library staff, partners, organizations, and vendors.
- Ability to work independently and in a collaborative team environment.
- Ability to read and interpret documents such as safety rules, operation and maintenance instructions, and procedure manuals.
- Ability to write reports, correspondence, and procedure manuals.
- Ability to travel to various locations and to access reliable transportation to do so.
- While performing the essential functions of this job the employee is frequently required to move from place to place, climb or balance, speak and hear, and lift and/or move up to 25 pounds.
- While performing the essential functions of this job the employee is occasionally required to bend, stoop, crouch, crawl, kneel, and lift and/or move up to 50 pounds.

SUPERVISORY RESPONSIBILITY:
- This position has no supervisory responsibilities.

WORK ENVIRONMENT:
- Works in a normal office environment where there are little or no physical discomforts associated with changes in weather or discomforts associated with noise, dust, dirt, and the like.
- Occasional evening or weekend work required.
- This position is eligible for Core and Emergency telework.

SUMMARY STATEMENT:
This job description should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description. Any essential function or requirement of this job will be evaluated as an interactive process, as necessary, should an incumbent or applicant be unable to perform the function or meet the requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodations for the specific disability will be made for the incumbent or applicant so long as the accommodation does not create an undue hardship to the System or if doing so causes a direct threat to the individual or others in the workplace and the threat cannot be eliminated by reasonable accommodation.

NOTE: The System reserves the right to amend or change this job description from time to time and/or assign other tasks for the Employee to perform as the System may deem appropriate.