

Position Title	Integrated Library System Application Specialist
Compensation	1FTE; Exempt. Salary \$50,000-\$65,000, commensurate with education/experience. Paid training and professional development opportunities. Benefit package.
Schedule	Regular schedule 8:30-5:00 M-F. Flexible when needed.
Reports To	Executive Director
Relationships	Works with PalIS Staff team, member libraries, user group and committees, migration and special project teams. Works with vendors. Builds mutual benefit relationships in the Evergreen open source community.
Supervisory Duties	Works with Executive Director and staff team to prioritize and assign tasks. Manages staff and self as duties pertain to assigned projects. Provides input on work of teams and individuals.
Summary of Position	Provide application expertise as the intermediary between the open source Evergreen Integrated Library System (ILS) software and the library staff who use it to serve patrons. Work independently and with teams to ensure member libraries and users are satisfied with software performance and support. Provide input into strategic direction for software development and technology planning to improve library resource sharing.
Essential Duties and Recurring Tasks	<ol style="list-style-type: none"> 1. Oversee systemwide settings in the integrated library system to ensure optimal performance of application software for library staff and patrons. Ensure that automation system settings align with well-considered member library workflows and policies. Regularly review software settings and implement plans to ensure best use of features. 2. Communicate with library staff, partners, and stakeholders, to build relationships and increase access to resource sharing through the software. Actively participate in advancing library technology use and the open source software community. 3. Contact member libraries by phone, email, and online tools to provide assistance in using the software application. Ensure that libraries are aware of system maintenance and changes. 4. Update and keep membership contact information current. Oversight of mailing list membership. 5. Manage the support desk software application and ticket queue. Ensure that requests and calls are answered in a timely fashion. Answer workflow, procedure, and policy related ILS questions at a high level. 6. Plan and lead integrated library system software and data projects. 7. Oversee the on-boarding and data migration process for new member libraries. Attend meetings and help locations make decisions pertaining to preferred settings. Assist with data review and testing. Review collection mappings, circulation and hold policies, and notices. Attend Go Live Day. 8. Coordinate testing and implementation of software developments and upgrades. Understand and participate in the software development lifecycle in the Evergreen open source community. 9. Research, test, and recommend software development projects, bug fixes, and wish list features.

	<ol style="list-style-type: none"> 10. Prepare data reports for the PaILS Board and membership. Analyze and report on community needs based on data and insights from member libraries. 11. Create and present training and documentation, including audio/video and written content to support best practice uses of the software on the SPARK shared installation. Organize documentation/knowledge books. 12. Organize and update support, training, and events calendars. 13. Update library holdings through upload and testing of full file holdings exports replacements each quarter. 14. Attend professional development, training, conferences, and events. 15. Other duties, tasks and responsibilities as required, assigned and directed. This list is not inclusive of all work.
<p>Desired Skills, Knowledge, Abilities</p>	<ul style="list-style-type: none"> ● Customer service attitude. ● Understanding of library staff and patron experience. ● Excellent written and verbal communication. Experience writing and updating policies, documenting procedures, and creating and delivering training using software and online tools. ● Experience in software application management. Working knowledge of integrated library systems or other software applications. ● Project management skills. Experience creating a project plan, facilitating meetings, developing task lists, estimating work effort, assigning timelines, tracking issues, and reporting outcomes. ● Problem solving skills and the ability to translate problems affecting one location into solutions helping a wider audience. ● Ability to manage multiple projects and priorities and work in conditions where regular interruptions occur. ● Quick learner, able to easily acquire knowledge of workflows and connected technologies. ● General knowledge of bibliographic records (i.e. MARC, RDA). ● Base level knowledge of SQL, HTML, CSS, XML, and SSL. ● Possess a valid driver’s license and be able to visit member library facilities, using one’s own vehicle.
<p>Education / Experience</p>	<ul style="list-style-type: none"> ● Degree or advanced study in technology applications or OR MLS from an ALA accredited school of library and information science. ● Two or more years of relevant experience sufficient to perform essential duties of the position; or equivalent combination of training, education, and experience.
<p>Paid staff of PaILS are currently employed as remote workers. You will use home office space and travel to perform work at member library locations as needed/on request. Travel expenses reimbursed per PaILS guidelines.</p>	