

Position Title	Member Support Technician
Compensation	Non-exempt Hourly: \$20-\$25/hour Paid training and professional development opportunities. Part time hourly position; no insurance or paid time off benefits offered.
Schedule	20-30 hours/week: variable, flexible, and scheduled.
Reports To	Executive Director
Relationships	Works with PaILS Staff team, member libraries, user group and committees, migration and special project teams. Works with vendors, sometimes in a liaison role.
Supervisory Duties	Self. Manages outcomes and assigned tickets. Provides input on work of teams and individuals.
Summary of Position	Serve as the first line of contact on a remote support desk to receive, process, and evaluate requests for assistance with the use of the software. Complete tasks in the hosted open source Evergreen ILS to support SPARK Libraries and growth of new PaILS members. Work independently and with vendor support to assist libraries with settings changes and updates. Create answers, training, and documentation for frequently asked questions to serve PaILS members.
Essential Duties and Recurring Tasks	<ol style="list-style-type: none"> 1. Receive, sort, and prioritize support desk tickets with category and urgency. Answer support questions, collect needed data, and refer complex questions to vendor or team members. 2. Communicate with members. Answer questions and resolve issues by phone, email, or online meeting room, as well as in person. 3. Complete work and research for support tickets related to cover art, policy updates, account settings, notifications, and report templates. Create workflows and form responses for common topic support requests. 4. Offer online support and training events on request and regularly. 5. Create and present documentation and training content. 6. Update patron and item barcode standards quarterly. 7. Attend assigned committee, project, and migration meetings to take notes and offer assistance. Assist in on-boarding of new libraries with attendance at Go Live Day. 8. Support migrations and special projects. 9. Other duties, tasks and responsibilities as required, assigned and directed. <p>This list is not inclusive of all work.</p>
Desired Skills, Knowledge, Abilities	<ul style="list-style-type: none"> ● Customer service attitude ● Strong written and verbal communication skills. ● Working knowledge of library catalogs and library patron experience. ● Quick learner, able to acquire knowledge of workflows and technologies. ● Possess a valid driver’s license and be able to visit member library facilities, using one’s own vehicle.
Education / Experience	<ul style="list-style-type: none"> ● 1 year or more experience in providing technology and software support sufficient to perform essential duties of the position. ● Up to date technology certifications and study or degree preferred.
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.	