



### **Support & Documentation Specialist**

In concert with the PaILS team, the Support & Documentation Specialist will be a key part of the customer support experience and manage documentation for member libraries and serve the mission of the Pennsylvania Integrated Library Service in its use of the Evergreen (ILS) software. Under the direction of the Executive Director, this full-time remote position serves as a resource to both PaILS staff and member libraries.

PaILS is the non-profit corporation that oversees SPARK, governed by a Board of Directors. SPARK is a comprehensive, remotely hosted, ILS solution for more than 180 library locations in Pennsylvania. The software includes circulation, cataloging, serials, and acquisitions functionality built on the Evergreen open-source ILS.

#### **Essential job duties:**

- Manages the online documentation resources for SPARK, including the publicly accessible knowledge base, training videos, and internal support desk documentation.
- Plays an integral role in the customer support experience, responding to tickets and escalating issues to vendors.
- Serves as the primary PaILS staff liaison to the SPARK Users Group, scheduling meetings and coordinating the annual Users Group Meeting.
- Provides updates for PaILS website and social media.
- Manages PaILS communications calendar and creates or coordinates communications to members and stakeholders on topics such as training, member highlights, Evergreen features and development.
- Participates in organizational projects, including database cleanup, program evaluation, resource sharing and migrations.
- Participates in the wider Pennsylvania library and Evergreen user communities.

#### **Desired knowledge, skills & background:**

- Master's degree in library science, information science or related discipline, or an equivalent combination of education and experience.
- Three years of professional librarian experience related to technical support or training; or an equivalent combination of education and experience.
- Ability to work effectively remotely, including managing and facilitating virtual meetings as well as off-site in-person meetings.
- Ability to establish and maintain effective verbal and written communication with management, peers, vendors and clients; experience preparing complex reports and documentation.
- Knowledge and understanding of issues, practices, policies, standards, and trends related to libraries.
- Experience with the Evergreen ILS, technical writing, project management, web development and/or bibliographic control.

This is a remote position, and a current driver's license, Pennsylvania residency, and willingness to travel for day and overnight travel for library visits and conferences is required. Salary will be determined based on qualifications, with a minimum of \$50,000 annually. PaILS offers funding for professional development and a competitive benefits package including medical, dental and vision insurance; retirement contributions and paid time off. Please send your cover letter and resume (including contact information for three professional references) to [pails@sparkpa.org](mailto:pails@sparkpa.org) by May 15th, 2025.

Upon hiring, child abuse and criminal background checks will be conducted. Email [kgm@sparkpa.org](mailto:kgm@sparkpa.org) with any questions.