JOB DESCRIPTION: TECH SERVICES COORDINATOR   2019

REPORTS TO: DIRECTOR

BRIEF DESCRIPTION. **The Tech Services Coordinator (TSC) has the responsibility for the supervision, development, and maintenance of all hardware and software programs and how these services relate to the total library operation, including but not limited to circulation, databases and Internet connectivity.   The TSC will lead the library in technology development, whether developing new systems, purchasing equipment, providing training for staff and the public, etc.**

JOB DESCRIPTION

1. Administer the operations of the ILS system (Polaris- currently), through Innovative Interfaces, Inc. (iii); administer PC Res., circ. security system, and self-check through EnvisionWare.

2. Keep all Internet components active through server maintenance and software updates.   Serve as contact with Spectrum or current Internet provider(s).

3. Ensure security systems, software, and license agreements are up to date and in compliance with applicable laws.

4. Keep all hardware running appropriately (including public and staff). Repair when possible. When not, outsource repair or purchase new when necessary. Plan for a replacement cycle of hardware.

5. Contact and coordinate any service calls related to technology, including photocopiers.

6. Oversee the scheduling and installation and upgrades of systems and software, focusing on the least down time.

7. Understand and assist with unique technology needs of the Bookmobile.

8. Communicate with Neville Data Solutions to resolve complex technological problems as they arise.

9. Serve as Webmaster and social media coordinator, working with other staff to provide creative display, updating info daily or as needed, etc.

10. Develop a technology plan to address the library's need to provide updated resources to meet community needs. Implement all IT policies and procedures for security, disaster recovery, etc.

11. Collect circulation statistics for various reports.

12. Monitor the camera security system.

13. Manage the Technology Budget.

14. Assist in applying for e-rate services.

15. Teach and/or assist other staff with technology classes offered by MCPL to patrons, determining best methods to assist patrons with technology needs.

16. Train staff in any new processes/procedures/equipment use related to technology.

17. Assist with design and production of public relations materials when necessary.

18. Seek grant opportunities to enhance our technology program.

19. Attend workshops, conferences, etc. to keep certification and skills updated.

20. Maintain Innovative Users Group (IUG) membership and attend regional meetings and annual meeting, when feasible.

21. Work the Circulation Desk as scheduled, including one (1) Saturday and (1) Sunday per four week schedule. Emergency call-ins can affect schedule.

22. Be willing to perform any manner of tasks to keep the library running smoothly and efficiently, including keeping the overall view of the Library neat and safe.

JOB REQUIREMENTS:

Qualifications/Experience

Ability to work with emerging technologies, advising the library of the need for adaptations and/or improvements.

Proficient with computers, the Internet, and various software programs, including Microsoft Office

Ability to articulate ideas, such as teaching a computer related class.

Ability to work well with others.

Ability to work independently, set priorities, and manage multiple projects.

Library specifics - preferred: Kentucky Public Library Certification; experience with integrated library systems, particularly Polaris; knowledge of Dewey Decimal Classification system.

Physical Demands

Sitting at a computer work station for periods of time.

Dexterity for keyboarding.

Walking to assist patrons.

Standing for a minimum of 2 consecutive hours at the circulation desk.

Reaching above the head, bending, kneeling or crouching to reach high and low

Shelves, etc.

Lifting 10-40 pounds of equipment, books, and materials.

Visual acuity to read computer screens, titles on shelves, for periods of time.

Handling, manipulating library materials, fingering book pages, forms, etc.