This Job Description identifies the major responsibilities of this job.

1. **Position Purpose:**

The ILS Administrator operates in a diverse environment to help fulfill the library’s mission by configuring, maintaining, and managing the software of the ILS that controls the library’s collection, circulation, and customer accounts. The ILS Administrator also manages all library mobile devices included but not limited to Chromebooks, Hotspots, and iPads.

1. **Relationships:**

This position reports to the Director of Technical Services and works as a team member within this environment.  The position also works closely with ILS and device stakeholders to oversee the effectiveness of the ILS and devices in meeting the needs of the staff and public.  The position provides excellent customer service demonstrating the ability to communicate effectively with people regardless of age, race, sexual orientation, ability level or background.  Builds good working relationships with vendors.  Networks with other systems and device librarians to stay current on industry trends.

1. **Primary Duties and Responsibilities:**

* Maintains, improves and oversees upgrades of the library’s ILS and related applications including the Discovery layer.
* Monitors systems and responds to incidents to ensure patron confidentiality and system integrity and availability.
* Utilizes a comprehensive understanding of public library operations and principles to configure the ILS and related systems to be as responsive as possible in assisting in the delivery of library services.
* Acts as the principal liaison between PCCLD and ILS and Mobile Device vendors.
* Provides troubleshooting support to library patrons and employees.
* Develops and promotes staff training and awareness of both existing and new products via demonstrations, email, phone calls, and onsite visits.
* Analyzes, creates specifications and leads deployment of new applications or technologies related to the ILS.
* Develops system wide reports; runs ad-hoc reports as requested.
* Processes new devices including orders, shipments, unboxing, cataloging, marketing and preparation for circulation.
* Works with vendors and Finance to maintain consistent billing protocol with current devices, charges for data usage and software licensing.
* Work with IT to maintain devices for circulation that include uploading new devices into management software.
* Monitors and reports usage statistics and budgetary outcomes for billing for ECF.
* Maintains ILS (KOHA) records pertaining to all devices.
* This position will be assigned the role of Person in Charge (PIC) at the Rawlings Library on a regular basis to respond to any escalated customer service, emergency, or security issues and will work closely with the security officer on duty.
* Supports team efforts to maintain a safe and secure environment for customers and staff through awareness of surroundings and working in accordance with safety policies and procedures.
* Attends All Staff Development Days and other training sessions to acquire new skills and to stay current on all information that is pertinent to PCCLD.
* Reads daily organizational communications from Intranet, e-mail, newsletters and print announcements.  Stays current on all library services, programs and events throughout the district. Regularly accesses electronic time keeping, payroll and employee access systems.

1. **OTHER DUTIES AND RESPONSIBILITIES**

* May serve on library committees and special projects.
* Performs other duties as needed.

1. **QUALIFICATIONS**

**Education and Experience:**

Master’s Degree in Library Science from a college or university accredited by the American Library Association is required.

A minimum of three (3) years of related experience with a demonstrated comprehensive understanding of library operations and principles, including thorough knowledge within a library ILS.

A minimum of three (3) years’ experience working with or managing mobile devices

**Skills and Abilities:**

* Requires experience working with a library ILS.
* Requires proficient computer skills with the ability to use advanced features of the ILS and other library-related technology.
* Requires demonstrated analytical skills, ability to conduct research, compile statistics and analyze processes.
* Excellent communication skills with the ability to make presentations and provide technology training.
* Demonstrates good judgment, professionalism and proper business etiquette in all interactions.
* Able to meet deadlines and manage multiple priorities.
* Demonstrates courtesy and interest in providing high quality service to customers (both internal and external) with the ability to resolve issues and provide solutions.
* Ability to conduct complex reference interviews, to analyze requests and to apply research skills to locate specialized information or provide customers with alternative sources.
* Ability to use independent judgment within procedural boundaries.  Ability to function under flexible and changing conditions

**Physical Requirements:**  Must be able to lift objects weighing up to 50 pounds and push /pull a fully loaded book cart weighing up to 200 pounds.

**Other Requirements:** Must be able to work a flexible schedule including days, evenings and weekends. Must submit to and successfully pass a criminal background investigation.