Job Description

TITLE: ILS Administrator	**EXEMPTION STATUS:** Exempt
DEPARTMENT: Information Technology	
REPORTS TO (JOB TITLE): Technology Director	**DATE CREATED:** January 2018
REVISION DATES:	

Summary

This position is responsible for managing the operation of the system wide Integrated Library System (ILS) as well as applications related to data collection and analysis. The ILS Administrator holds the primary responsibility of the day-to-day monitoring, maintenance and ongoing development of the Library's ILS platform, Sierra, and serves as the point of contact for data analytics products such as Innovative's Decision Center and OrangeBoy's Savannah. This includes supporting staff system wide to ensure accuracy, reliability and usability of the ILS and collaborating with other departments throughout the system to identify and coordinate resolution of server and application-level issues in support of library services. The ILS Administrator works under the direction of the Technology Director but may be consulted to advise and resolve difficult or unusual problems.

Level of Work

Employee knows and understands work requirements, defines issues, develops resolutions, directly interprets, adapts and applies principles, policies or procedures, and may develop or revise general policies and procedures for a specific functional area. Employee regularly makes independent decisions in more complex matters. Limited, very minimal supervision is provided. May provide guidance to other employees, but is not a direct supervisor.

Job Dimensions

Title of all jobs reporting directly to this job:

# of Direct Reports: 0

Title of all jobs reporting indirectly to this job:

# of Indirect Reports: 0

Essential Job Functions

Captures the primary job duties that comprise the bulk of the job, and allocates the approximate amount of time spent. Typically, most jobs will have no more than 5-7 primary duties. Note that the purpose of this approach is not to list every task, but to summarize the primary duties and the purpose they serve.

Primary Responsibilities
(Listed in order of priority, from most important to least important)
1. Manages the operation and maintains the function of the ILS and associate software, services, equipment, processes, and vendors.

2.	Collaborates with departments throughout the system to ensure accuracy, reliability and usability of the ILS.
3.	Proactively identifies and resolutions to problems of server application issues in support of library services.
4.	Maintains contracts, ensures software updates, coordinates planned maintenance, and arranges support calls for ILS-related systems.
5.	Generates statistical data and reports to provide timely data and analysis to appropriate decision maker.
6.	Provides excellent and timely internal customer service, responding to employee questions, concerns and help requests. This includes training staff on specific functions of the ILS to help streamline processes.

Physical Requirements

Majority of work is performed in a central office setting, primarily sitting at a desk. Nature of work requires an ability to effectively communicate and exchange information, collect, compile and prepare work documents and operate standard business office equipment. Strong computer, analytical thinking, and interpersonal skills are requires. Travel to other library branches required occasionally. Availability for extended or non-traditional hours as needed to perform job duties. Participation and attendance at promotional events and off-site meetings required. Able to reach, bend, climb, squat, lift 25lbs, push up to 50lbs and stand for long periods of time.

Education/License Requirements

Master's degree in library and information science, computer science or related field strongly preferred
Bachelor's degree in library science, computer science or related field with equivalent experience may be accepted

Experience Requirements (Skills, Knowledge and Abilities)

Requires:

1.	Minimum of three years experience in ILS administration, database administration, or administration of other business systems is required. Experience with Sierra strongly preferred.
2.	Knowledge of and experience with ILS applications, SQL, Microsoft Windows and Microsoft Office application suite with an emphasis on Excel.
3.	Knowledge of principles and practices of public library operations, issues, and trends including circulation standard practices and procedures and other technology resources pertinent to library operations.
4.	Strong analytical and troubleshooting skills with the capacity to understand and interpret data. This includes the ability to produce, analyze, and provide recommendations based on statistical data.
5.	Demonstrated ability to manage and lead multiple projects.
6.	Above average organizational skills to keep work current; excellent attention to detail.
7.	Above average communication skills, both written and verbal, including public speaking skills, interpersonal skills, as well as the ability to effectively communicate technical concepts to non-technical audiences.

Core Behavioral Attributes:

The Public Library of Youngstown and Mahoning County Library is a dependable source of reliable information and of guidance in locating and evaluating the information people need to be successful in all aspects of their lives. The Library is a center of community life that provides all residents, regardless of income, age, or race with ample opportunities for personal growth and satisfying recreation.

Our employees actively support the mission, values and initiatives of the library, exhibiting a commitment to:

- Providing free and equal access to all library resources
- Protecting customers' privacy and confidentiality
- Valuing diversity by providing a full spectrum of resources and services to the community
- Promoting education and lifelong learning
- Upholding the principles of intellectual freedom
- Demonstrating professionalism at all times and providing excellence in service, including providing a warm, welcoming environment for all customers
- Supporting the library's efforts as a socially responsible community institution
- Maintaining, encouraging and assuring a positive working environment in which all staff members are treated with dignity and respect

This job description is not intended to be a complete list of all responsibilities, duties or skills required for the job and is subject to review and change at any time, with or without notice, in accordance with the needs of the Public Library of Youngstown & Mahoning County. Since no job description can detail all the duties and responsibilities that may be required from time to time in the performance of a job, duties and responsibilities that may be inherent in a job, reasonably required for its performance, or required due to the changing nature of the job shall also be considered part of the jobholder's responsibility.

EMPLOYEE ACKNOWLEDGMENT

I have read this job description and discussed it with my supervisor.

_____   _____

Employee   Date