



<h1>POSITION DESCRIPTION</h1>
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**Department:** Library  
**Working Title:** Dev/Ops Specialist  
**Job Code:** 0400  
**Time Base:** 1.0  
**Position Number:** 00000199  
**Union / Unit (if applicable):** California State University Employees Union (CSUEU)/ Unit 9

**Position Reports To:** Associate Dean  
**Classification:** Analyst/Programmer (Career)  
**Range Code:** 2  
**Exempt or Non-Exempt:** Exempt  
**Last Update:** 05/09/2024

**PURPOSE OF POSITION:**

Under the lead direction of the Head of Collections, Delivery, and Access (CDA/Library Technology Initiatives and Development (LTID), the Analyst/Programmer (Expert), and the general supervision of the Associate Dean, the incumbent administers and supports technology applications, data stores, information resources, and systems. The incumbent works closely with Library departments, Instructional & Information Technology Services (IITS), and vendors to help implement and support technology solutions that fulfill the mission of the Library and the university. Technical duties include working with Library functional areas to develop requirements, resolve issues, prepare documentation, test, evaluate, and configure complex applications.

**MAJOR RESPONSIBILITIES:**

	<u>% of Time</u>
1. Web Application Development and Operations Support	50%
2. User and Technical Support	25%
3. Systems Analysis	20%
4. Library-Wide Committees and Task Forces	5%

**LIST OF TASKS FOR EACH MAJOR RESPONSIBILITY:**

1. **Web Application Development and Operations Support**
  - Develop in-depth knowledge of data models utilized in Library enterprise applications and systems to optimize the deployment, configuration, and operations of those systems.
  - Collaborate with IITS to build, implement, troubleshoot, and maintain data integration processes, data servers, and data warehousing applications.
  - Develop in-depth knowledge of data models utilized in Library enterprise applications and systems to optimize the
  - Collaborate with IITS to build, implement, troubleshoot, and maintain data integration processes, data servers, and data warehousing applications deployment, configuration, and operations of those systems.
  - Research, apply or write code patches to improve or fix web application functionality for assigned applications.
  - Update the code in Library-developed extensions and add-ons in response to core application upgrades
  - Collaborate with stakeholders to develop solutions for application enhancements and functional deficiencies.
  - Troubleshoot problems with Library web applications and virtual services, including, but not limited to, Drupal
  - Contribute to documentation and code versioning as part of development and operational workflows within LTID
  - Develop a strong understanding of the processes, rationale, and requirements for data sharing between Library enterprise applications and systems.
  - Enhance and transform data as necessary to ensure compatibility between systems and to meet application Requirements.
  - Maintain, improve, and troubleshoot scripts and automation processes that support data transfer between campus and Library systems (e.g., user data and invoice feeds)
  - Help ensure that web applications comply with secure coding standards. Perform periodic testing of applications to maintain a secure environment.
  - Provide Analysis and technical support for vendor-hosted applications, including but not limited to: Springshare Applications (LibGuides, LibCal, LibChat, etc.) and others
  - Coordinate with vendors and IITS to perform database backup and recovery procedures in support of Library applications and systems.
  - Perform upgrades, patches, and fixes to applications and systems in order to ensure library data access, integrity, and security.

## **2. User and Technical Support**

- Liaisons with IITS in the areas of technology support, security infrastructure, software upgrades and new program implementations.
- Supports the provision and improvement of help desk support for Library technology.
- Helps develop training materials and provide training as needed for users of Library technology business tools, hardware systems, and the Unified Library Management System.
- As assigned, designs, creates, modifies, debugs, or otherwise administers application and system interfaces.
- Provides input on ways to improve the quality of service provided by LTID.
- Consults with end users to assess their technology needs.
- Collaborates with Library groups in the implementation of Library technology that meets user needs.
- Creates, reviews, and updates documentation and training to Library staff in the use of technology applications and services, and in response to user needs.
- Establishes and maintains collaborative relationships with national, regional, and CSU library technology groups.
- Promotes communication and a team-oriented work atmosphere.
- Disseminates library information, gathers input, gives feedback, and plans workflows in support of the LTID department.

## **3. Systems Analysis**

- Collaborates with ULMS Site Coordinator and ULMS System Administrators to prioritize needs and implement solutions and integrations that optimize use of the ULMS.
- Works with LTID and IITS to help support and maintain the identity management and user authentication systems employed by the Library.
- Liaises with IITS, other Library departments, and vendors on user authentication and access issues, campus and library network issues, systems security, and software and hardware issues.
- Contributes to the implementation of new systems and oversees the ongoing maintenance and upgrades of assigned systems.
- Develops system maintenance processes and helps plan the implementation of system upgrades.
- Plans and executes the installation or upgrade of Windows servers.
- Performs skilled problem analysis. Troubleshoots, repairs, and maintains assigned Library applications and systems.
- Consults with internal and external groups to help define system functionality requirements and needs.
- Collaborates with Library departments, IITS, and vendors to implement and support Library technology applications.
- Coordinates with IITS and other stakeholders to help support specialized hardware and software configuration used in the Library.
- Works with stakeholders to provide timely upgrades to software, advance notification to users of new system developments. Works with vendor to help coordinate system changes.

## **4. Library-Wide Committees and Task Forces**

- Serves on Library taskforces and committees as needed.

### **PROVIDES LEAD DIRECTION OF OTHERS**

- Provides some task-level direction for LTID Student Assistants. (4 hours/week)

### **REQUIREMENTS OF POSITION:**

#### **1. List education and experience required**

- Bachelor's degree in management information systems field, or related information technology field plus two years of related work experience; or an equivalent combination of education and experience
- Preferences
  - i. Training or demonstrated experience with Unified Library Management Systems, business analytics software, and database query languages.

#### **2. List knowledge, skills, and abilities required for this position**

- Demonstrated experience and strong understanding of library resource sharing, circulation, and acquisition systems.
- Demonstrated experience in the application of library data across a variety of applications.
- Demonstrated experience with PHP or other programming language/framework
- Demonstrated experience working with Drupal administration
- Demonstrated experience working with vendor supported and/or hosted applications
- c. Comprehensive knowledge in at least one of the following areas: library systems, metadata management, database administration, or systems administration.
- d. Experience in the use of database querying and analysis tools
- Working knowledge of database access languages such as SQL.
- General knowledge of formal data structure design, relational database design, and file structure.

- Knowledge of data administration principles.
  - Working knowledge of connectivity methods and protocols, particularly local area network and Internet.
  - General knowledge in network systems and Windows user policies administration.
  - General knowledge of network configuration, programming, and protocols.
  - General knowledge in the administration of application environments for Windows and Linux servers.
  - Working knowledge of project management, planning and problem resolution skills.
  - Experience in supervisory skills.
  - Excellent training skills.
  - Excellent interpersonal, customer service and teamwork skills.
  - Ability to apply consultative skills to assess user needs and communicate technology systems and solutions.
  - Ability to create positive working relationships with campus users and departmental staff that reflect the mission and goals of the university.
  - Demonstrated ability to quickly learn and use new skills and tools.
  - Experience with code repository management
  - Experience using project management applications.
  - Ability to document clearly and concisely.
  - Strong written, verbal and listening skills to communicate effectively with both technical and non- technical users.
  - Willingness to learn and adapt to a rapidly changing work environment.
  - Demonstrated ability to establish and maintain effective working relationships with others.
  - Demonstrated ability to work effectively as a member of a team.
  - Demonstrated ability to independently identify issues and propose solutions.
  - Demonstrated ability to effectively organize work to meet deadlines
  - Demonstrated commitment to fostering a diverse, inclusive, and equitable educational environment and workplace and an ability to work effectively with a diverse faculty, staff, and student population.
3. **List machines, tools, equipment, and motor vehicles used in the performance of the duties**
- Standard office and communications equipment
  - Computing equipment
4. **Unique working conditions**
- None
5. **Other Employment Requirements**
- This position is subject to a background check including, but not limited to, employment verification, education verification, reference checks and criminal record checks. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current CSU employees who apply for the position.
  - This position is required to complete the CSU's Discrimination Harassment Prevention Program for Supervisors and/or Leads.
  - Must participate in required campus trainings including, but not limited to, Data Security and FERPA training and CSU's Gender Equity and Title IX training.

**PURPOSE AND NATURE OF WORK RELATIONSHIPS:**

Define working relationships with people on and off campus (other than supervisor or people supervised) with whom this employee interacts on a continuing basis, and how often this interaction occurs.

Library Administration	Weekly
Library Faculty and Staff	Daily
Software Vendors	As Needed
Students	As Needed

**PHYSICAL EFFORT:**

Check the appropriate box for each of the following items which most accurately describes the extent of the specific activity performed by this employee on a daily basis.

	Number of hours/day				
	N/A	1-2	3-4	5-6	7+
1. Sitting					x
2. Standing		x			
3. Walking		x			
4. Bending Over	x				
5. Crawling	x				
6. Climbing	x				
7. Reaching overhead	x				
8. Crouching	x				
9. Kneeling	x				
10. Balancing	x				
11. Pushing or pulling	x				

- 12. Lifting or carrying
  - A. 10 lbs. or less
  - B. 11 to 25 lbs.
  - C. 26 to 50 lbs.
  - D. 51 to 75 lbs.
  - E. 76 to 100 lbs.
  - F. Over 100 lbs.
- 13. Repetitive use of hands/arms
- 14. Repetitive use of legs
- 15. Eye/hand coordination

	Number of hours/day				
	N/A	1-2	3-4	5-6	7+
12. Lifting or carrying	x				
A. 10 lbs. or less	x				
B. 11 to 25 lbs.	x				
C. 26 to 50 lbs.	x				
D. 51 to 75 lbs.	x				
E. 76 to 100 lbs.	x				
F. Over 100 lbs.	x				
13. Repetitive use of hands/arms					x
14. Repetitive use of legs	x				
15. Eye/hand coordination					x

- 16. Driving cars, trucks, forklifts and other equipment
- 17. Being around scientific equipment and machinery
- 18. Walking on uneven ground

Yes	No
	x
	x
	x

**MENTAL EFFORT**

	Number of hours/day				
	N/A	1-2	3-4	5-6	7+
1. Directing others	x				
2. Writing		x			
3. Using math/calculations		x			
4. Talking		x			
5. Working at various tempos			x		
6. Concentrating amid distractions			x		
7. Remembering names			x		
8. Remembering details				x	
9. Making decisions			x		
10. Working rapidly			x		
11. Examining/observing details				x	
12. Discriminating colors	x				

**ENVIRONMENTAL FACTORS**

	Number of hours/day				
	N/A	1-2	3-4	5-6	7+
1. Inside					x
2. Outside	x				
3. Humid	x				
4. Hazards	x				
5. High places	x				
6. Hot	x				
7. Cold	x				
8. Dry	x				
9. Wet	x				
10. Change of temp	x				
11. Dirty	x				
12. Dusty	x				
13. Odors	x				
14. Noisy	x				
15. Working w/others		x			
16. Working around others		x			
17. Working alone			x		

**SIGNATURES**

The last sheet for any staff position description should contain the signature sheet. Signatures will include the incumbent's signature (if applicable) or new employee; the supervisor's signature and all pertinent administrative personnel.

**Employee**

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Appropriate Administrator (MPP)**

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Dean/Department Head/Director/AVP (optional)**

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_