CALIFORNIA STATE UNIVERSITY CHICO

HUMAN RESOURCES SERVICE CENTER

400 W. 1ST STREET
KENDALL HALL ROOM 220
CHICO, CA 95929-0010
530-898-6771
FAX: 530-898-5120

STAFF POSITION DESCRIPTION

A. Position Data

Incumbent: Vacant/Recruitment

EmplID: _____   Date: _____

Working Title: Library Technology Specialist

Work Direction Given By: Library Dean
(Lead)

Department: Library Services Technology

Reports To Title: Library Dean
(Appropriate Administrator)

Division: Academic Affairs

College (if applicable): Meriam Library

Reason:

☒ Vacant Position ☐ Classification Review / In Range Progression ☐ Revision ☐ Performance Evaluation ☐ New Hire

Is this a new position? No

Classification Title: Information Technology Consultant - Expert

Job Code: 0420

Position Number: 00005376

Level/Range/Grade: 3

FLSA Code: ☒ Exempt ☐ Non-Exempt

Time Base: 1.00   Check box if Intermittent ☐

Pay Plan: ☐ 10/12 month ☐ 11/12 month ☒ 12/12 month

CBU/MOU: R09-Technical CSUEU

B. POSITION PURPOSE

Under the direction of the Library Dean, the Information Technology Consultant oversees the Library Systems Unit, providing lead work direction and project management of technology-related library projects. This dynamic position works as part of a team to implement library initiatives as well as independently to complete assigned tasks. Tasks include improving technology efficiencies, keeping up with and evaluating library technology trends, setting priorities for library technology implementation, and ensuring library systems are updated and maintained. This individual serves as the work lead for the Library Systems Unit encompassing library hardware and software and the library website. The Library Technology Specialist serves as the administrator for several Library Systems and works with other library units to ensure proper configuration. Acts as a liaison to campus for IT related projects.

SPECIAL REQUIREMENTS OF POSITION:
California State University, Chico, in accordance with CSU policy, requires that the successful candidate complete a background check (including a criminal records check, sexual offender registry check, and/or fingerprinting) prior to assuming this position. Failure to satisfactorily complete or pass the background check may impact the job offer or continued employment of current CSU employees who apply for posted positions identified as sensitive. This position is considered a sensitive position based on CSU guidelines.

This position as set forth in CSU Executive Order 1083, revised July 21, 2017 is not designated as a required mandated reporter under the California Child Abuse and Neglect Reporting Act.

C. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

   NOTE: This Position Description is intended to give an overview of the essential job functions, the general supplemental functions, and the essential requirements for the performance of this job. It is not an exhaustive list of all duties and responsibilities of this position. Other functions may be assigned as deemed necessary.

   Does this position include Work Lead Responsibilities? Yes

List Functional Category with Responsibilities:	% of Time	Priority Weight
APPLICATION AND SERVER ADMINISTRATION AND LIBRARY WEBSITE: * Maintain proxy access to proprietary electronic resources. * Maintain Springshare Suite (including LibGuides, LibAnwers, LibChat, LibCal, LibWizard).	25%	

List Functional Category with Responsibilities:

    * Software and hardware coordination for public PCs, specialized computers, including campus & library software licenses.
    * Assist with maintenance and development of, and provide support for Scholarworks.
    * Maintain github repositories.
    * Data management of library department Box folders: setting permissions and granting access to reflect changes in library staff. For new staff, establish access to appropriate department folders with adequate permissions.
    * Investigate, problem solve, and follow up on ITSS tickets specific to library technology, especially user-facing databases and access issues, including the campus IT Procurement Review (ITPR).
    * Server administrator for library servers (ie, EZproxy, LOCKSS digital preservation, Omeka-S, etc)
    * Obtain SSL certificates and install as needed for library applications.
    * EZproxy system: monitor administration interface for intrusion attempts and release account suspensions as needed.
    * ISEC Qualys Security Scans: primary contact, receive weekly scan reports and respond to security vulnerabilities as needed.
    * Oversee library authentication and system logins including password protection and security.
    * LOCKSS digital preservation system: provide system administration, updating server and Daemon releases, work with Electronic Resource Staff to modify and maintain system configuration.
    * ILLiad and Rapido resource sharing management system administrator: Work with library resource sharing staff to resolve system issues, make configuration changes. Coordinate with vendor and library staff to review, schedule, and install software releases.
    * Serve on Library Leadership Committees.
    * Attend UTEC monthly meetings.
    * Coordinate with campus IT regarding library computers, tablets, iPads and other equipment to ensure campus standards.
    * Liaise between library and campus IT support staff, ie, DoIT, ISEC, Networking, ADS, for roll-out of new library technologies and updates to existing systems.
    * Maintain content development for the library webpages as needed.
    * Assist with the maintenance and ongoing improvement of the web interface to the library catalogue.
    * Provide assistance to library departments in the development and maintenance of library guides and websites.
    * Other duties as assigned

LIBRARY SYSTEMS LEAD WORK AND OFFICE COORDINATION: — 25%
* Provide lead work direction for systems staff.
* Set priorities for the Library Systems Office in-line with library priorities and strategic goals.
* Work with library staff and faculty to identify systems related projects.
* Introduce and implement technology efficiencies and/or new technology and systems in the library.
* Remain current in library and campus developments related to technology and it's implementation.
* Supervise library systems office student assistants including hiring, training and scheduling.
* Direct and oversee work projects and daily assignments.
* Contribute to creation of annual work plan for the Library IT Unit, aligned with Meriam Library strategic plan.
* Investigate, recommend, and implement new technologies to enhance library productivity and services.
* Utilize resources, such as mailing lists, biogs, and conferences to stay informed of trends and changes happening in the greater library community.
* Coordinate and oversee upkeep of library equipment inventory database and equipment off-campus use records for library owned hardware.
* Lead weekly department meeting to review current projects and individual assignments.
* Develop and maintain procedural work flows and documentation.
* Other duties as assigned

ALMA/PRIMO SYSTEM ADMINISTRATION: — 20%
* Participate in administration of local instances of Alma and Primo. Areas of expertise: fulfillment, resource sharing, course reserve and system integrations.
* Identify practices to improve efficiency and streamline operations.
* Analyze and resolve technical issues.
* Incorporate upgrades in functionality to existing workflows.

List Functional Category with Responsibilities:	% of Time	Priority Weight
* Coordinate data transfers and define exact parameters between campus systems. * OneCard partnership with BCPL, back-end script/FTP process support and troubleshooting. * Alma and Primo maintenance coordination and issue resolution as needed. * Serve on local Alma and Primo implementation teams. * Serve on Meriam Alma/Primo working group.		
INNOVATION LAB, PLANNING, PROGRAM DEVELOPMENT AND OUTREACH: * Oversee innovation lab's annual budget. * Lead collection development activities for technology lending. * Develop and support innovation lab programing by establishing collaborative partnerships with external faculty and staff. * Collaborate with liaison librarians to identify maker equipment, lendable technology, and collaborative space needs of instruction faculty. * Create and evaluate metrics for success of Innovation Lab programs and services.	20%	
RESEARCH DATA MANAGEMENT AND DIGITAL HUMANITIES SUPPORT: * Collaborate with faculty librarians to develop a new research data management support model for campus. * Create service model for data wrangling, cleansing and curation services. * Create and maintain technical infrastructure to support open publishing. * Provide metadata curation and support services for research data. * Provide metadata curation and support services for digital scholarship.	10%	

		% of Time	Priority Weight
Total should equal 100% Time and 100 Weight	Total	100%	0

D. GENERAL GUIDELINES AND EXPECTATIONS

1. Represents the University promoting a positive public image.
2. Acknowledges, respects, and values each individual.
3. Applies the highest standard of excellence to the delivery of service to our customers and community.
4. Demonstrates an open, participatory, team-oriented style; working cooperatively toward the achievement of your department's mission and goals; and demonstrating flexibility and adaptability regarding changes.
5. Keeps commitments. Notifies supervisor if a deadline cannot be met by describing what measures can be taken to correct the situations.
6. Maintains knowledge and skills at a level necessary to perform work.
7. Adheres to established work hours including starting time, and lunch and rest breaks. Provides appropriate planning and notice for all absences.
8. Is fiscally responsible with the organization's equipment, property and funds.
9. Adheres to the highest level of professionalism by demonstrating honesty, integrity and reliability. Encourages others to act in this professional manner.
10. Demonstrates the ability to effectively establish and maintain cooperative working relationships with a diverse multi-cultural environment.

Additional Guidelines and Expectations

E. QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position requires the ability to effectively establish and maintain cooperative working relationships within a diverse multicultural environment.

1. Demonstrated Knowledge, Skills and Abilities

Must have the knowledge, skills and abilities to perform the responsibilities of this position as stated in the sections for Essential Functions and Responsibilities, Work Lead Responsibilities (if applicable) and General Guidelines and Expectations.

KNOWLEDGE:
Incumbent must possess:
Comprehensive Knowledge of:

      * Administration of computer systems and technologies.

In-depth knowledge of:
* Bibliographic control standards (LCMARC), database management, HTML, CSS, operating systems (Windows, MacOS, LINUX).
* Authentication standards, ADA standards and requirements, link checking, and JavaScript.
* Password and security protocols.
* Windows command line and PowerShell, Mac and Linux terminal commands.
* Microsoft Office Suite and Adobe Creative Cloud.

Thorough knowledge of:
* The Alma configurations and Primo search interface.
* Library organizational structure, practices, and policies.
* The ExLibris documentation and issue resolution sites and processes.
* All modules of the Alma and Primo system for library operations.
* Content management systems such as Drupal
* PC set up, light pens, receipt printers, barcode readers, 3M security gates, book sensitizers, and other library circulation equipment.
* PeopleSoft
* EZProxy functionality and configuration.

SKILLS:
Must possess:
* Interpersonal and communication skills such as working with users to interpret needs, respond to problems or priorities to achieve goals and desired outcomes.
* Effective communication and listening skills.
* Presentation skills to make recommendations, proposals, present plans, and provide project status to management and other stakeholders.
* Skill at this level (Expert) demonstrates proficiency in performing most or all of the work assignments defined for this position.
* Demonstrated competence in independently applying technical judgment to standard and non-standard technology applications and systems.

ABILITIES:
Incumbent must possess the ability to:
*Analyze and diagnose user needs and suggest suitable and timely solutions.
*Perform interactive testing and debugging.
*Communicate and work effectively with both technical and non-technical staff.

2. Education and/or Experience

The qualifications listed above would normally be obtained by a bachelor's degree in computer science, information systems educational technology, communications or job-related field or similar certified coursework in applicable fields of study.
AND
Three years of full-time job-related experience.
OR
An equivalent combination of job-related experience and education providing the advanced and comprehensive knowledge of the required technical specialty.

F. PHYSICAL REQUIREMENTS
The physical requirements described are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Incumbent/applicant will need to be able to perform the essential job functions of this position with or without reasonable accommodation. This position alternates between remaining in a stationary position operating a personal computer for long periods of time and frequently moving about inside the office and library. Must be able to travel across campus to

other offices and buildings for meetings and events. Also refer to the physical requirements and work environment form.

G. WORK ENVIRONMENT

Work is performed in a typical office environment operating standard office equipment. Also refer to the physical requirements and work environment form regarding this position.

H. PREFERENCES - This section is for recruitment purposes only
Please indicate what special skills, education or knowledge are preferred.

I. ADDITIONAL RECRUITMENT INFORMATION - This section is for recruitment purposes only

APPROVAL

In Order of Approval

Incumbent: _____ Date: _____

Appropriate Administrator: _____ Date: _____

Vice President (or Designee):_____ Date: _____

Classification/Compensation: _____ Date: _____