

Position Descriptions

PROFESSIONAL VACANCY NOTICE

Position: Head of Library Systems Department, SL-5

Responsibilities: The University at Albany Libraries seek a creative, knowledgeable, dynamic administrator committed to service to academic library users who will manage and provide leadership for the Library Systems Department, consisting of 4.5 professionals and one secretary. The successful candidate will: plan, implement and manage technology based services of the Libraries including the Libraries' ILS (Ex Libris ALEPH 500), an in-house server farm that hosts Web sites and related applications, over 500 PCs and associated printers for public and staff, and computer equipped classrooms; oversee daily operations and services, working closely and collaboratively in a team-based environment and bringing systems knowledge and experience to the advancement of library goals in existing and new initiatives; represent the Libraries' interests in respect to information technology on campus and within SUNY; recommend technical standards, policies and new technological initiatives; and plan hardware/software upgrades for the Libraries. He or she is expected to work collaboratively with library faculty and staff, with staff in ITS, the centralized campus computing and networking support group, in order to manage joint projects, and with other IT professionals on campus; to be professionally active, provide vision for the department and the Libraries, and perform other duties such as committee service. Must be able to inspire and lead an experienced and hardworking staff in an ever changing and challenging environment. Must be willing and able to assist with daily operations. Reports to the Assistant Director, Division of Library Systems and Technical Services. Finalists will be asked to submit official transcripts and to present on a specific topic to all library personnel.

Qualifications: required: A Bachelor's degree and at least five years progressively responsible library experience including managing an automated library system (preferably ALEPH 500) and supervising personnel. Demonstrated knowledge of computer hardware and software, networks, library management systems, and PC desktop operating systems and networking principles. Demonstrated commitment to user-centered service. Knowledge of library operations. Evidence of successful management within an information technology department or team and of strong interpersonal, analytical, organizational and problem solving skills. Demonstrated skill in planning, budgeting, managing for results, and overseeing hardware and software applications in a networked environment. Demonstrated ability to shape vision and goals for the department and to relate them to library and university goals. Demonstrated knowledge of best practices and current trends in the application of technology to libraries and higher education and knowledge of Unix (Solaris), Windows (XP, 2003, 2003 server), web applications, database management, website hosting, servers and server farms, MARC and OCLC. Strong written and oral English communication skills. Applicants must address in their applications their abilities to work with a culturally diverse population.

Preferred: Graduate degree in librarianship from an ALA-accredited institution or foreign equivalent at time of appointment. Academic library experience; advanced degree in a relevant field, working knowledge of Oracle, ILLiad, ERes, ALEPH 500, SFX; programming ability.

TERMS & BENEFITS - Calendar year appointment and tenure-track position; sick leave and annual leave at 1.25 days each per month; health insurance; dental, vision and prescription coverage. TIAA/CREF or New York State Teachers Retirement available (employee contribution rate 3%).

SUBMIT APPLICATIONS VIA E-MAIL, IF POSSIBLE, TO: azrl@uamail.albany.edu or to Anna Z. Radkowski-Lee, Library Personnel Officer, University at Albany Libraries – LI 111, 1400 Washington Avenue, Albany, New York 12222.

DEADLINE – The application deadline _____. Please include the names, addresses, and phone numbers of three references in addition to your resume and cover letter.

THE UNIVERSITY AT ALBANY, SUNY AND THE UNIVERSITY LIBRARIES

Albany's University Libraries are among the top 100 research libraries in the United States. They are a highly valued partner in teaching and research at the University, serving a campus community of 16,000 full-time and part-time students and 2,300 faculty and staff and a broader regional, national and international community. The Libraries employ a dynamic and knowledgeable staff of 124 FTE and 300 part-time student assistants to provide excellent services to a campus community that makes heavy demands on these services. Collections total over 2 million cataloged volumes and the Libraries offer a full spectrum of resources, from rare books and manuscripts to electronic resources. Librarians work closely with teaching faculty to offer user education and information literacy instruction. The University Library on the main campus is a 175,000 square feet, 4 story building. It contains several fully-networked library classrooms and laboratories, a 60 seat computer user room, a large networked reference area, and an interactive media center.

The Thomas E. Dewey Graduate Library on the Rockefeller College campus serves the graduate schools of Criminal Justice, Public Administration, Social Welfare and Information Science and Policy. The Science Library, opened in

September 1999 on the main campus, houses the Science Library, the M. E. Grenander Department of Special Collections and Archives, and the Library's Preservation Department.

The University Libraries are fully automated, offering an extensive array of electronic and networked resources and Web-accessible services. Minerva, the Libraries' Web-based catalog, contains information on all cataloged holdings and is Internet accessible. The Libraries are members of the Association of Research Libraries and The Center for Research Libraries. Additional information about the University at Albany Libraries is available at: (<http://library.albany.edu>).

**THE UNIVERSITY AT ALBANY, STATE UNIVERSITY OF NEW YORK IS AN EQUAL
OPPORTUNITY/AFFIRMATIVE ACTION/IRCA/ADA EMPLOYER.**

**University of Alberta Library
Librarian Position Description**

I. POSITION INFORMATION

INCUMBENT: _____ **DATE:** 11 April 2005
POSITION: ITS Operations Manager
ADMINISTRATIVE UNIT (including work unit): Information Technology Services
SUPERVISOR: Associate Director, Information Technology

II. GENERAL STATEMENT OF RESPONSIBILITY

i. PRIMARY JOB FUNCTION (one sentence)

The Operations Manager provides day-to-day management of ITS staff and technology resources to support the tactical and strategic goals of the University library system and the various consortium partners who contract for services from ITS through Learning Services or the University of Alberta Libraries. Areas for which ITS provides technical support include materials processing, office automation, electronic database and document access, consortium-based resource sharing, and network connectivity.

ii. NATURE AND SCOPE OF RESPONSIBILITY

Nature of Responsibility:

The ITS Operations Manager is responsible for day-to-day management of the human and hardware resources allocated to technology support within the library system. This entails directing the work of the technical staff within the unit; providing project management where needed on specific initiatives; developing targets regarding the level of service ITS provides to unit libraries and departments as well as procedures and processes to meet those targets; researching and purchasing appropriate hardware; ensuring that staffing levels are adequate to meet demands and that training is available to staff to support new initiatives; entering into support contracts with vendors for services to supplement in-house support; consulting with unit heads and librarians on their specific technology requirements; and communicating ITS procedures, policies and plans to the library system.

Scope of Responsibility:

Under the direction and advice of the Associate Director for Information Technology, the Operations Manager is responsible for setting specific goals for ITS in order to meet any tactical and strategic directions of the library system that have a technology focus. Within the context of that set of specific goals, the Operations Manager can determine day-to-day priorities for the unit, allocate human and material resources, and develop procedures and policies to achieve objectives. The Operations Manager provides direct supervision of the technical staff within ITS (16 permanent and 1 to 2 contract staff). Supervisory responsibilities include coaching technical staff in working through implementation problems; advising staff on day-to-day priorities based on changing needs and circumstances; evaluating the progress and quality of work; and developing structures and processes to allow the staff to work effectively as a group. The Operations Manager is also responsible for all computer hardware and software purchases across the library system. The annual budget allocated for technology varies from year to year, but ranges from approximately \$500,000 to \$1,500,000.

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III. WORKING RELATIONSHIPS AND COMMUNICATIONS

i. INTERNAL

Outside of ITS, the Operations Manager works through various system-wide teams and directly with librarians and unit heads in defining the technology requirements for specific projects. He/she provides advice on possible approaches, helps define time frames, and identifies resources required for these projects. The Operations Manager works with the Electronic Access Coordinator, the Web Development Librarian and the Digital Initiatives Librarian to identify priorities and projects and assess the human and financial resources required for ITS initiatives. The Operations Manager works with staff in FSA to monitor technology expenditures.

ii. EXTERNAL

The Operations Manager works regularly with various units on campus (including CNS, SMS and Physical Plant) on projects and policies that affect the library and are related to wide-area networking, software licensing, hardware repairs, and equipment inventory. He/she works with the NEOS Coordinator, the Alberta Relais Consortium and the Edmonton Public Library IT Manager to ensure that the technology support needs of Learning Services and the University of Alberta Libraries' clients are being met. The Operations Manager also works with technology vendors when researching and purchasing hardware or contracting for support and integration services. On occasion, the Operations Manager will be required to make presentations to various faculty groups and committees to inform them about technology-related library projects. Coordination of projects with technical staff at other libraries is also necessary on occasion.

IV. COMMITTEES AND PROFESSIONAL INVOLVEMENT

(Committee responsibilities REQUIRED by the position and the position held on each committee)

Participation in service to the general public and the profession is required by the position.

Participation in various *ad hoc* library and NEOS committees is also required.

V. SPECIFIC RESPONSIBILITIES

(Five to seven statements which describe what your position is intended to accomplish and the duties involved)

Supervision of the technical staff in ITS, creating an environment in which they can function effectively as a group and ensuring that they receive the necessary training and experience to allow them to develop new technical skills.

Management of various technology projects as required, ensuring that the necessary resources are available, that time frames are defined and met, and that goals and progress are communicated.

Management of Information Technology Services operational, casual, training and capital budgets. Researching and purchasing appropriate technology, making sure that the library system has the tools needed to support its service goals and that those tools conform, where possible, to campus and industry standards.

Monitoring changes in levels of use of the library's computer systems and ITS technology support requirements so that accurate budgets and staff plans can be developed to ensure the smooth ongoing operation of these systems.

Developing and communicating procedures and policies for technology support to ensure the continuous operation of the library's computer systems.

Consulting with unit libraries and librarians on their technology requirements and advising them on appropriate solutions.

Management of formal partnership/consortial/client/vendor relationships including service level agreements, contracts for services and operational communications and planning activities

SIGNED:

INCUMBENT: _____

DATE: _____

SUPERVISOR: _____

DATE: _____

ADMINISTRATIVE LIBRARIAN: _____

DATE: _____



Job Description Library

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[UCSD Human Resources](#) > [Compensation](#) > [Job Description Library](#)

UCSD Job Description 117974

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▶ University of California, San Diego ▶ Campus Human Resources 0922		JOB DESCRIPTION
JOB DESCRIPTION NUMBER • 117974	POSITION CONTROL NUMBER • 26114	
REASON FOR SUBMITTING THIS JOB DESCRIPTION • Recruit for new position		
(If filled) PERSON WHO WILL OCCUPY THE POSITION (Phone:)	LOCATION OF POSITION • Main Campus	
PREVIOUS TITLE CODE (If Update/Reclass) •	PREVIOUS TITLE •	
JOB DESCRIPTION HISTORY •		
▶ Completed by Designated Authority		
DEPARTMENT CLASSIFIER • Caprece Speaks-Toler	CLASSIFIER EMAIL ADDRESS • cspeaks@ucsd.edu	
APPROVED TITLE CODE • 7277	APPROVED PAYROLL TITLE • PROGRAMMER/ANALYST II	
DATE RECEIVED • 12/05/2005	DATE REVIEW COMPLETED • 12/09/2005	
RECLASSIFICATION EFFECTIVE DATE •	APPROVED HEERA • All Others, not Confidential	
IS BACKGROUND CHECK REQUIRED • No	IS C.O.I. DISCLOSURE REQUIRED • No	
IS PRE-PLACEMENT PHYSICAL REQUIRED • No	REQUESTED HEERA • All Others, not Confidential	
▶ Overview		
WORKING TITLE • Systems Engineer	PERCENT OF FULL TIME • 100	
DEPARTMENT NAME • GEISEL LIBRARY	DEPARTMENT UNIT CODE • 000265	
VC AREA • ACADEMIC AFF	VC UNIT CODE • 1	
SUPERVISOR'S NAME • Matthew Clark	SUPERVISOR'S TITLE • Unit Head, Desktop Services	
SUPERVISOR'S EMAIL • mbclark@ucsd.edu	SUPERVISOR'S PHONE • 822-5903	

http://joblink.ucsd.edu/mwb/Staging/all_review_lib.html?jobdesc_id=117974

7/26/2007

TYPE OF SUPERVISION RECEIVED
 •General Supervision

POSITION OVERVIEW
 •This position serves as a Systems Engineer in the Desktop Services Unit of the UCSD Libraries.

Technical implementer for Infostations, GIS Lab, and other Public Services Computing projects. Research, recommend, and coordinate the selection, testing, deployment, installation and implementation of new workstations and all related hardware, software and peripherals. Perform complex diagnostics, repair, and upgrade functions as directed by Unit Head. Analyze operations and systems and see that workstation hardware, software and peripherals are configured and utilized for optimal support of computing needs.

Develop, alter and repair scripts and applications using Visual Basic, Perl, batch files, and other programming and scripting languages as needed. Develop innovative, cost effective solutions and applies new and emerging technologies to new, existing and often complex problems. Troubleshoot operating system, network connectivity, and end-user problems. Maintain current knowledge of changing technology and standards in the areas of desktop computing, web browsers, plug-ins, public service computing, etc. and participate in the identification of and planning for new and expanded user services. Investigate and recommend alternate program or system design approaches.

Develop procedures, documentation, and supporting tools for librarywide implementations of new versions of anti-virus, workstation backup, imaging, email, office, browser, and other client software in coordination with other IT department and various library groups and individuals.

SPECIAL CONDITIONS OF EMPLOYMENT

EMPLOYEES DIRECTLY SUPERVISED

EMPLOYEES SUPERVISED THROUGH OTHERS

► Functions with corresponding Tasks

FUNCTION NAME / TASKS	PERCENT	ESSENTIAL
1. Systems Engineer - Infostations, GIS Lab, and other Public Services Computing Projects A. Research, recommend and coordinate the selection, testing, deployment, installation and implementation of new workstations and all related hardware, software and peripherals for Infostations, GIS Lab and related projects. B. Perform complex installations, configurations, diagnostics, repair, and upgrade functions as directed by Unit Head. Utilize centralized systems management tools and techniques to manage, monitor and maintain public computing services. C. Analyze operations and systems and see that equipment and software is configured and utilized for maximum support of computing needs. Develop, alter and repair scripts and applications using Visual Basic, Perl, batch files, and other programming and scripting languages as needed. D. Develop innovative, cost effective solutions and applies new and emerging technologies to new and existing problems. Maintains an advanced and thorough knowledge of technical skills, events, issues and solutions utilizing electronic and other means to stay abreast of technologies related to hardware, software and peripherals. Work with a variety of network and computer hardware and software to maximize optimal network performance, reliability, and access of all related workstations. E. Contribute to long range planning and development of computing policies and procedures that enhance the delivery of public computing services. Periodically represents the IT department on librarywide groups. F. Coordinates with other staff regarding desktop security for Infostations and implements measures to prevent unauthorized access. G. Participates in the identification of and planning for new and expanded user services. H. Specify alternate program or system design approaches. Factor in user interface and training needs along with technical timeline and resources required. Present alternatives to management. Anticipate and respond to management questions and concerns about each alternative's advantages, benefits, shortcomings and cost in time and dollar terms.	50	Yes
2. Systems Engineer - Staff Desktop Systems and Applications A. Develop procedures, documentation, and supporting tools for librarywide implementation of new versions of anti-virus, workstation backup, imaging, email, office, browser, and other client software. Coordinate work with other Desktop Services staff and DSSLs. Coordinate with library training department for rollout as directed by Unit Head.	25	Yes

- B. Contribute to long range planning and development of computing policies and procedures that enhance the delivery of staff computing services. Periodically represents the IT department on librarywide groups.
- C. Coordinates with other staff regarding desktop security for staff workstations and implements measures to prevent unauthorized access.
- D. Participates in the identification of and planning for new and expanded user services.
- E. Specify alternate program or system design approaches. Factor in user interface and training needs along with technical timeline and resources required. Present alternatives to management. Anticipate and respond to management questions and concerns about each alternative's advantages, benefits, shortcomings and cost in time and dollar terms.

FUNCTION NAME / TASKS	PERCENT	ESSENTIAL
3. Tier 3 Desktop Support	25	Yes
<p>A. Troubleshoot advanced operating system, network, and end-user problems. Collaborate and communicate effectively with other IT and public services staff, in identifying, describing, categorizing, documenting, and solving complex hardware, software and peripheral problems. Address and solve simple to complex system related technical issues and problems submitted by users, and associated IT staff by applying innovative techniques to solve problems in a timely and efficient manner. Thoroughly exhaust and document all available troubleshooting methods before escalating incidents to senior staff.</p> <p>B. Ensure that Service Desk Incidents assigned to the Desktop Services Unit are resolved within established Service Level Agreements.</p> <p>C. Provide courteous and professional customer support to both internal and external customers. Communicate clearly and effectively with non-technical customers in both written and spoken form. Gathers all necessary information from customer to facilitate quick and efficient resolution of incidents.</p> <p>D. Provide guidance and training to Tier 1 and Tier 2 support staff on various technical issues.</p>		

► Knowledge, Skills and Abilities

Describe the knowledge, skills and abilities which are essential for successful performance of this position. List them in descending order of importance and describe the requirement-level of each. Finally, indicate the function number(s) related to each KSA statement listed.

Function Numbers:	Knowledge, Skill, Ability:	Importance Level:
ALL	Strong analytic, inductive, and deductive reasoning skills	Required
ALL	Ability to think and work in an organized and effective manner in an environment that has rapidly shifting demands and priorities. Able to work independently and meet deadlines.	Required
ALL	Demonstrated work experience with software utilities such as text editors, compilers, and debuggers.	Required
ALL	Experience implementing and integrating systems innovatively	Required
ALL	Advanced knowledge of troubleshooting techniques.	Required
ALL	Demonstrated advanced experience with installation of PC workstations.	Required
1,2	Proven ability to define user needs and requirements, and translate those needs into working systems designs.	Required
1,2	Experience with key programming and scripting languages such as Visual Basic, Perl, C++, and application development environments relevant to systems programming.	Required
ALL	Advanced knowledge of user support applications such as Internet Explorer, Netscape, Word, Excel, etc.	Required
1,2	Experience with key desktop management tools such as Windows Installer, WMI, Systems Management Server, Active Directory, and other tools relevant to enterprise systems management.	Required
ALL	Demonstrated experience with operating system internals, communication protocols and system utilities.	Required
ALL	Skill at clearly and concisely communicating, to both individuals and groups, detailed information over the phone, in writing, and in person. Interpersonal skills such as patience, tact, and the ability to negotiate.	Required
ALL	Knowledge of systems administration and software installation details of microcomputer desktop and server operating systems such as Windows NT/2000/XP.	Required

ALL	Knowledge of computer systems configuration to include an understanding of the integration of systems hardware, software, and networks.	Required
ALL	Demonstrated knowledge of and experience with basic Internet protocols.	Required
ALL	B.S. or equivalent experience in Computer Science, Engineering, or related field.	Preferred
ALL	Demonstrated communications skills for group activities including expressing ideas effectively, seeking and respecting the opinions of others, active listening, and willingness to share ideas, and facilitation skills. Knowledge of the mission and goals of the library and the unit. Demonstrated ability to improve processes by assessing procedures, seeking information and opinions, developing and implementing changes as appropriate. Facilitation skills sufficient to participate in and lead discussions.	Required

► **Physical, Mental, Environment**

Identify the activities and conditions that traditionally apply to the functions of the position:

- Function 1: Systems Engineer - Infostations, GIS Lab, and other Public Services Computing Projects (50%, essential)
- Function 2: Systems Engineer - Staff Desktop Systems and Applications (25%, essential)
- Function 3: Tier 3 Desktop Support (25%, essential)

Physical Activities:

Standing: Occasionally	Crawling: Never	Bending: Never
Walking: Occasionally	Climbing: Never	Kneeling: Never
Sitting: Occasionally	Reaching: Frequently	Balancing: Occasionally
Seeing: Frequently	Keying: Frequently	Feeling: Frequently
Talking: Constantly	Hearing: Constantly	Handling: Frequently
Lifting 00-20 lbs: Occasionally	Carrying < 20 lbs: Occasionally	Pushing < 20 lbs: Occasionally
Lifting 20-50 lbs: Occasionally	Carrying < 50 lbs: Occasionally	Pushing < 50 lbs: Occasionally
Lifting 50+ lbs: Occasionally	Carrying 50+ lbs: Occasionally	Pushing 50+ lbs: Occasionally

Mental Activities:

Reading: Constantly	Writing: Frequently	Calculating: Frequently
Communicating Orally: Constantly	Reasoning: Constantly	Analyzing: Constantly

Environmental Conditions:

Confined Areas: Never	Exposed to Weather: Never
Noise Exposure: Occasionally	Vibrations: Never
Extreme Temperatures: Never	Potential Hazards: Never
Fumes/Odors/Mists/Dusts: Frequently	Potential Allergenic: Constantly
Work Inside: Constantly	Work Outside: Never

► **Signatures for Printed Copy**

A. SAFETY

Based on Labor Code Section 6401.7 it is expected that all employees know and practice all appropriate safety methods and procedures.

B. PAYMENT OF OVERTIME

If this position is designated as eligible for premium overtime and is not subject to any collective bargaining agreement, overtime may be paid by either compensatory time off or cash at the option of the department, unless agreement to this effect is not reached, in which case pay shall be provided.

I certify that the above description is correct, complete and describes my job as I understand it. I have read both the Safety and Overtime Payment statements.

Employee's Signature: _____ Date: _____

SUPERVISOR'S / DEPARTMENT HEAD'S SIGNATURES

I have reviewed the job description and the above statements and certify to their accuracy.

Supervisor's Signature: _____ Date: _____

Dept. Head's Signature: _____ Date: _____

Programmer Analyst Supplement

Job Description Supplement: Programmer Analyst - Computer Resource Specialist

PROGRAMMER / ANALYST - COMPUTER RESOURCE SPECIALIST
COMPUTER RELATED SUPPLEMENTAL INFORMATION

THIS SUPPLEMENTAL MUST BE COMPLETED AND INCLUDED WITH THE OTHER REQUIRED INFORMATION WHEN REQUESTING A REVIEW OF A PROGRAMMER / ANALYST, COMPUTER RESOURCE SPECIALIST, OR OTHER COMPUTER RELATED POSITIONS.

EMPLOYEE'S NAME:

PLEASE NUMBER THE PRIMARY FUNCTIONS IN THIS POSITION BEGINNING WITH 1, AS THE MOST IMPORTANT (THE PRIMARY FUNCTION), AND INDICATE THE APPROXIMATE PERCENTAGE OF TIME SPENT ON EACH FUNCTION.

- (4) PROGRAMMING (20) %
- (2) SYSTEMS ANALYSIS (25) %
- () NETWORK/COMMUNICATIONS SUPPORT () %
- () PROJECT MANAGEMENT () %
- () STATISTICAL ANALYSIS () %
- () DATABASE MANAGEMENT () %
- () RESEARCH () %
- (1) SYSTEM ADMINISTRATION (30) %
- (3) USER SUPPORT (25) %
- () OTHER: () %

THE PRIMARY INTENT OF THIS POSITION IS TO: (TYPE AN X FOR ANSWER)
 DEVELOP AND/OR MAINTAIN PRODUCTION COMPUTER PROGRAMS AS THE END PRODUCT.
 USE EXISTING SOFTWARE TO ACCOMPLISH OTHER DUTIES ASSIGNED TO THIS POSITION. (I.E., DATA ANALYSIS)
 PROGRAM AND/OR MAINTAIN A NETWORK FOR THE USE OF OTHERS.

DOES THIS POSITION REQUIRE THE KNOWLEDGE OF A SCIENCE OR A DISCIPLINE IN AREAS OTHER THAN COMPUTING?
YES () NO (X)
IF YES, WHAT SCIENCE AND HOW IS IT TO BE USED?

DOES THIS POSITION SUPERVISE OTHER PROGRAMMER/ANALYSTS?
YES () NO (X) IF YES, HOW MANY?

FACILITY (CLICK YELLOW (?) BUTTON FOR DEFINITION OF TERMS)
COMPUTER FACILITY SIZE: VERY SMALL () SMALL () MEDIUM () LARGE (X)

DESCRIBE YOUR HARDWARE ENVIRONMENT.
QUANTITY TYPE VENDOR/MODEL COMMENTS
() (MICRO, SERVER ETC) (IMAC, PIII, PIV) (CDS, NETWORKED)
1. (300) Public desktop workstations Dell Networked, managed centrally

2. (700) Staff desktop workstations Dell Networked, configurations vary widely

IF THE POSITION INCLUDES NETWORK ADMINISTRATION INDICATE THE TYPE OF NETWORK(S) AND LEVEL OF CONNECTIVITY:

SOFTWARE

PLEASE NUMBER THE SOFTWARE RELATED FUNCTIONS IN THIS POSITION BEGINNING WITH 1 AS THE MOST IMPORTANT (THE PRIMARY FUNCTION) AND INDICATE THE APPROXIMATE PERCENTAGE OF TIME SPENT ON EACH FUNCTION.

- (4) SOFTWARE INSTALLATION (20) %
- (5) SOFTWARE ANALYSIS/EVALUATION (10) %
- (6) SOFTWARE TRAINING (10) %
- (1) SOFTWARE MAINTENANCE (20) %
- (3) SOFTWARE DEVELOPMENT (20) %
- (2) SOFTWARE RECONFIGURATION (20) %
- () OTHER SOFTWARE RELATED () % ...DESCRIBE ()

IF SOFTWARE DEVELOPMENT AND/OR MAINTENANCE IS PERFORMED, MARK AN X FOR THE TYPE:

- (X) USING A COMPILED LANGUAGE. LIST LANGUAGE(S): (Visual C++, C# .NET, etc)
- (X) USING "SCRIPTS". INDICATE SCRIPTING ENVIRONMENT: (VBScript, JScript, Perl)
- (X) WITHIN OTHER APPLICATIONS. INDICATE WHICH: (Wise Package Studio)

IF YOU ARE USING COMPILED LANGUAGES FOR SOFTWARE DEVELOPMENT AND/OR MAINTENANCE, INDICATE THE COMPLEXITY OF APPLICATIONS DEVELOPED:

ROUTINE () MODERATELY COMPLEX (X) COMPLEX ()

GIVE EXAMPLES OF SUCH APPLICATIONS:

- DLLs that expose Windows APIs via COM interfaces for use in scripting environments
- Executables that implement Windows APIs for use in automated routines

IF YOU ARE DEVELOPING AND/OR MODIFYING SOFTWARE WITHIN EXISTING APPLICATIONS PACKAGES, INDICATE COMPLEXITY:

ROUTINE () MODERATELY COMPLEX (X) COMPLEX ()

GIVE EXAMPLES OF SUCH APPLICATIONS:

Creating and/or modifying Windows Installer packages, both as received by software vendors and as developed in-house for custom software packaging and deployment

IF YOU REGULARLY PERFORM SOFTWARE INSTALLATIONS, INDICATE THE COMPLEXITY OF INSTALLED SOFTWARE:

ROUTINE () MODERATELY COMPLEX () COMPLEX (X)

DO YOU INSTALL OPERATING SYSTEMS SOFTWARE? YES (X) NO ()

GIVE EXAMPLES OF THE TYPES OF SOFTWARE INSTALLATIONS:

- Deploying software centrally to a network of highly secured and managed public desktop workstations
- Assisting other technical staff with complex installations on staff desktop workstations

PLEASE PROVIDE ANY ADDITIONAL INFORMATION YOU BELIEVE IS IMPORTANT TO THIS REVIEW:

This position will routinely work with enterprise systems management tools and methodologies.

WE SUBMIT THIS AS AN ACCURATE DESCRIPTION OF THE INFORMATION CONCERNING THIS POSITION.

EMPLOYEE: TYPE YOUR NAME AND DATE >>

SUPERVISOR: TYPE YOUR NAME AND DATE >> Matthew Clark, 12/1/2005

***** END OF REQUEST FOR REVIEW OF *****
 *** PROGRAMMER / ANALYST - COMPUTER RESOURCE ***
 ***** SPECIALIST - COMPUTER RELATED *****

Revised 7/2003

AREA: Information Technology Services
TITLE: Public Workstation Coordinator
RANK: Computer Technical Support Consultant II (UCP VII)
NAME:

.....

Job Summary

Reporting to the Area Head for Information Technology Services, the incumbent provides workstation, hardware and software management and support for public workstations at the University Libraries, including Regional Campus Libraries. Provides computer training and documentation.

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Duties and Responsibilities

1. Desktop Support

- Provides software and hardware support for public computers, including on-site support at Regional Campus Libraries as needed; analyzes and diagnoses computer problems; resolves and/or recommends solutions
- Coordinates the configuration, installation, and movement of public workstations
- Coordinates the configuration, installation and ongoing maintenance for Microlab and library classroom equipment.
- Coordinates automated public workstation security, management and configuration with the Windows Server Administrator.
- Performs needs analysis for public workstations
- Provides backup support for Staff Workstation Coordinator

2. Equipment Management

- Acts as primary contact for Library computer equipment specification and procurement. Acts as primary liaison between ITS and DOAS/Purchasing Departments to manage and track equipment purchases for the library.
- Develops and maintains comprehensive equipment inventory database for the University Libraries for all public and staff equipment.
- Specifies and procures laptop equipment for the University Libraries
- In consort with the Staff Workstation Coordinator and Area Heads, develops long-range plans for standard workstation requirements, hardware modifications, software upgrades for all public equipment.
- Coordinates with designated staff in public service areas, (including RIS, Access Services, Dodd and RCL's) to provide hardware and software management, specification, procurement configuration and installation of public equipment.

3. User Support

- Provides microcomputer technical support to users as needed for a wide variety of hardware, software and networking problems
- Provides primary support for library public printing
- Participates in the Expert User program

4. ITS responsibilities

Job Descriptions: UConn JobDescription_Public_Workstation_Coord.doc last saved on 8/6/07 2:37 PM Page 1 of 2

- Participates in the full range of ITS responsibilities and programs, including problem solving, staff support, help desk activities, and day-to-day activities of a busy, service-oriented, technology support group.
- Participates in or leads full range of ITS teams, such as the Workstation Team, Server Team, etc.
- Participates in the full range of ITS organizational and governance activities, such as Steering Council, Area meetings, contributing to the discussion of issues of concern to the Information Technology Services Area. serving on search committees, etc.
- Participates in ITS Expert User program by assisting staff in defining and prioritizing technology projects; coordinating projects with other ITS staff; and meeting with Expert Users as needed.

- 5. Participation in Area Teams** -- Development and implementation of ITS Area policies and procedures, as well as the Area's day-to-day work is carried out in part via participation on teams. Therefore staff are expected to: a. Become an active member appropriate Area teams; b. Attend and participate in Area meetings; c. contribute to the discussion of issues of concern to the Information Technology Services Area.

Specific ITS Team Assignments –

- **Workstation Team.** Participates in the Workstation Team, which is responsible for: planning, developing and supporting the Libraries' 500+ workstations; research, definition, prioritization and implementation of workstation projects.

- 6. Professional Service and Development** – ITS staff are expected to participate actively in the general programs of the library, to contribute to the life of the university, and to participate in appropriate professional activities.

- Maintains current awareness and attends appropriate training to keep abreast of workstation management and user support issues, and current relevant technologies
- Attends professional conferences, workshops, seminars, and meetings as appropriate
- Participates in UConn Library teams as requested.
- Provides training for Area and Library staff in new technologies.
- Represents ITS on the campus Lab Managers SIG

7. Other Responsibilities

- Performs related duties as required

Minimum Qualifications:

1. Bachelor's degree in a Computer Sciences or related field and 2-3 years of experience in a technical support role, or an equivalent combination of education and experience.
2. Minimum three years experience with a variety of server network and workstation hardware and software, including at least some of the following: Windows 2000, NT, MS Office, Netscape.
3. Excellent interpersonal and oral and written communications skills; ability to communicate effectively with a wide range of users
4. Strong problem solving/analytical skills
5. Flexibility and willingness to work in a changing environment
6. Strong commitment to quality customer service; ability to work collegially with diverse groups and individuals to set goals, establish priorities, and solve complex problems. Demonstrated ability to work successfully in a team environment.

Desirable Qualifications:

1. Experience supporting users in a Windows environment
2. Working knowledge of Windows NT and HTML.
3. User support experience in an academic library; familiarity with the technical issues affecting academic and/or research libraries
4. Familiarity with remote workstation management software and mass-configuration software.
5. Willingness to maintain schedule flexibility to accommodate peak periods in workstation-related projects as needed

Date prepared: 3-21-05

CORNELL UNIVERSITY
 STAFF COMPENSATION PROGRAM
 POSITION ANALYSIS WORKSHEET

Please refer to the Guidelines for Preparing the Position Analysis Worksheet prior to completing this document.

Instructions: This form is to be completed by the supervisor of the position.
 When completed, refer it to the employee currently in the position for comment.

Note: As this position analysis worksheet is completed, be certain to include the primary responsibilities and elements of the *position*. The worksheet is used as a tool in evaluating the *position only*, not the specific qualifications, skills, or performance of any incumbent. If you have any questions, please consult your college/division human resource officer or OHR Employment Services at 254-8370.

Proposed Position:

University Job Title: Public Services Librarian
 Working Title (if different) Head of Public Computing
 PS Dept Code: _____ Position # _____ Pay Band: _____
 Department Name Public Services/Mann Library
 Immediate Supervisor:
 University Job Title: Head of Public Services

POSITION SUMMARY

Explain the basic purpose of the position and summarize the responsibilities.

Under the direction of the Head of Public Services, provides leadership and administers the public access computing services of the library. Provides reference and computer search services, teaches classes and workshops as assigned and contributes to collection development activities. Develops and maintains expertise in the Cornell computing environment and computing needs and trends for academics. Develops and conducts research and development projects relating to computing, libraries, and information technologies.

DUTIES AND RESPONSIBILITIES

List the required responsibilities of the position. Use brief sentences that begin with action verbs (e.g., conduct, operate, prepare, coordinate, etc.) Estimate the percentage of total annual work time spent on each responsibility listed. (Use additional sheets if necessary.)

Responsibilities	Approximate % of Time, Annualized
<ol style="list-style-type: none"> 1. Reference, Consulting and Instruction <ol style="list-style-type: none"> a. Maintain a detailed understanding of the Mann Library printed and electronic reference collection. b. Provide extended assistance through consultations both in Mann Library and offsite, especially questions about multimedia creation. c. Maintain an understanding of electronic resources relevant to Mann services and clientele; acquire and refine searching skills with bibliographic, numeric and full text, and other data. d. Maintain a general knowledge of the Mann Library print collection and Cornell University Library collections. e. Contribute to reference services, policies and procedures. f. Provide general and extended reference services at the Reference Desk. g. Provide service on weekdays, some nights and weekends. h. Assist in reference collection development. i. Participate in classroom instruction, workshops, orientations, tours, etc. j. Participate in planning and developing the overall Mann Library instruction program. k. Develop appropriate teaching materials. l. Apply varying teaching strategies for instructing students, faculty, and staff. 	<p>30%</p>
<ol style="list-style-type: none"> 2. Administer the public access computing facilities and services <ol style="list-style-type: none"> a. Provide leadership and direction for the public computing services. b. Supervise the computer center student supervisor. c. Coordinate the work of the network technician with the ITS manager. d. Coordinate selection and purchase of new equipment and upgrades of existing equipment with appropriate ITS staff and the CALS Office of Instruction staff. e. Coordinate software acquisition for the public access computers with appropriate CIT and CALS Office of Instruction staff. f. Serve as liaison and advocate to college, Library-wide and campus public computing groups. g. Disabilities services: acquire and maintain the equipment and software for the adaptive technology workstation; serve as the liaison to the appropriate library and campus disability services groups; determine appropriate services for patrons with disabilities and train reference staff as necessary. 	<p>50%</p>

<p>4. Professional activities</p> <ul style="list-style-type: none"> a. Contribute to appropriate library and systemwide committees and working groups. b. Assist in the active promotion of public services. c. Manage or participate in other library activities and special projects, especially those involving new technologies. d. Attend professional meetings, workshops and conferences for training and continuing professional development as appropriate. e. Participate in writing grant proposals. f. Other duties as assigned. 	<p>20%</p>
<p>Total: 100%</p>	

FACTOR EVALUATION

I. Education

Describe the minimum level of knowledge/education or equivalency required to perform competently in the position. Specify the field of study or area of training/certification. Include any formal training, certification and/or degrees required:

MLS from ALA accredited school.

II. Experience

Describe the minimum amount of job-related experience (including on-the-job training), areas of experience and specific skills and abilities needed in addition to the above-noted level of knowledge/educational equivalency to perform competently in the position:

Excellent communication and interpersonal skills required. Highly desirable: at least two years of professional library experience in an academic setting; supervisory experience; experience with computer and telecommunications technologies for information management, experience with teaching information management and computer technologies. Subject background in life or social sciences also highly desirable.

III. Supervision Received

Describe the extent of supervision, instruction, or direction the position receives in performing the job responsibilities:

Minimum supervision, must be able to work independently.

IV. Supervision Given

Describe the position's responsibility for supervising, directing, or instructing others, including student and temporary employees:

Occasionally supervise student workers.

V. Complexity and Scope

Describe in detail the frequency, complexity and scope of the position's requirement for the application of reasoning, analytical thought, creativity, and innovation:

Complex, rapidly changing environment. Position requires very frequent creativity and innovation.

VI. Accountability

Describe the position's decision making responsibility and accountability through scope of impact on operations and/or resources of a section, department, college, unit or University :

Decisions have impact at the college and University level.

VII. Contacts

Describe the type and extent of contacts with individuals, including other University employees, individuals outside the University, and students:

Works closely with other members of the Public Services Division, with members of the Information Technology Section, and other members of the Mann Library staff. Frequent contacts with undergraduate and graduate students, faculty, extension and research staff, and other members of the College of Agriculture and Life Sciences, the College of Human Ecology, the Division of Biological Sciences, and the Division of Nutritional Sciences. Works with librarians from other units of the Cornell University Library and with staff of Cornell Information Technologies as appropriate. Participates in Cornell committees and external professional associations.

VIII. Information Management

Describe the role of the position in managing information and communication utilizing computers and other technologies. Include the complexity, degree of programming and other skills required.

Daily work with information management tools and applications. Some programming desirable.

IX. Work environment

Describe the type and extent of physical effort, mental and visual concentration, and exposure to potential hazards in which the position regularly operates:

Primary work areas are in the library or in classroom settings.

GENERAL COMMENT

Desktop Support Supervisor (Manager, IT)

The Desktop Support Supervisor oversees the technical support for the automated systems (central servers, network infrastructure, and desktop computers) used by the staff and patrons of the Library. As a member of the central Library Information Systems team, assists end users and departmental technology support staff in diagnosing and resolving problems with computer hardware, software, and network components. This position reports to the Head of Information Systems Support and supervises desktop support analysts.

Responsibilities

- Supervises and evaluates staff (FTE, student and/or intern) providing technical support for desktop computers used by Library staff and patrons.
- Desktop support for end users: Assumes primary support for desktop applications for the Perkins Library System; helps manage users and groups in the library's network; supports commercial and locally developed applications; provides technical assistance, trains end users and develops help documentation for department and library staff.
- Software Maintenance: Installs, upgrades, troubleshoots and maintains software application on end user desktops (Windows XP/2000/NT/98/95, MS Office, etc.).
- Hardware Maintenance: Installs, upgrades, troubleshoots and maintains computer hardware for desktop computers, printers and other peripheral devices if needed; coordinates replacement of hardware with vendors when necessary.
- Maintains accurate and current records for hardware inventory, network configuration, software configurations, problem resolution, and repair work; prepares and maintains procedure manuals and documentation for internal use.
- Evaluates new products and emerging technologies for their suitability within the framework of the current network architecture and the needs of the Library.
- As needed, assists end users and departmental technology support staff in diagnosing and resolving network, desktop, and other user problems; provides back-up technical support to departmental technology support staff, advising on or assuming responsibility for escalated problem reports.
- Develops budget requests for hardware, software, service agreements, maintenance, and upgrades.
- Provides after-hours, on-call service in rotation with other team members.
- Performs other duties as assigned.

Qualifications

It is the expectation that all Perkins Library System staff members will demonstrate exceptional workplace behaviors in the execution of their specific position responsibilities. These behaviors are customer focus, collaboration, creative problem solving, continuous learning and a commitment to diversity. In addition, managers and supervisors are expected to help develop a common vision by providing clear direction and priorities, clarifying roles and responsibilities, and promoting mutual understanding through effective communication. They are also expected to take the time to effectively plan and evaluate performance, provide feedback, recognition and coaching, and develop employees to achieve their personal and organizational goals.

EDUCATION:

Required: Bachelor's degree in Information Systems or related field, or equivalent education and experience

Preferred: BA/BS

EXPERIENCE:

Required: Minimum five years of experience in installing and supporting desktop/laptop, PCs and Macs, software applications, operating systems and network connectivity; prior supervisory experience with at least two years of supervising technical employees; strong technical competence; must have extensive knowledge of Windows 2000/XP, Microsoft Office, Lotus Notes, Web Browsers, Network Operating Systems, communications protocols, and other commonly used business software; must have extensive knowledge of PC hardware and peripherals; excellent interpersonal, oral and written communication skills; able to work independently and as a member of a team; demonstrated commitment to providing outstanding customer service and ability to be proactive in anticipating and resolving problems.

Preferred: Professional certifications such as Help Desk Institute's Customer Support Specialist (CSS) or Help Desk Analyst (HAD), A+, MCSE, MCP and MCSEA; extensive knowledge of Mac OS; prior experience working in an academic research library; working knowledge of SAP R/3; working knowledge of Integrated Library System (ILS) Software.

Signatures

Employee:

Supervisor:

Name/Date

Name/Date

Position #81564 - Information Technology Specialist for Microcomputer Support**Duties and Responsibilities**

This is complex, advanced professional and supervisory work related to microcomputer and client/server hardware and software technology used in the University of Hawaii at Manoa Library (Hamilton Library and Sinclair Library). Position is responsible for work of technical independence involving installation, configuration, troubleshooting, modification, upgrading, administration, maintaining and enhancing desktop microcomputer workstations and network servers, data communications devices and microcomputer peripheral equipment such as printers, barcode readers, digital scanners. In addition this position works in a collaborative team environment with other technical and professional staff within the unit to support internet/world wide web connectivity, library services and processing operations.

A key technical responsibility of this position is the support of all desktop equipment and software in consultation with the Librarian Head of the Desktop Network Services department. This position requires both a wide range of technical expertise and good communication skills. Work in the unit involves planning, troubleshooting, coordinating, scheduling and participating in ongoing installation, administration, maintenance, reconfiguration and expansion of an elaborate distributed computing environment consisting of a variety of hardware and software installations. Work includes coordination/supervision/scheduling of student assistants performing technical support duties, developing budget projections and monitoring student salary expenditures. Tasks include participation in the help desk operation (which supports students and faculty accessing information resources, library staff performing service, processing and office operations, and faculty using library classroom facilities). Work also includes assisting with system administration support for 9 or more Windows and Unix-based servers, including the library web page server and proxy server.

Work entails consultation and coordination with departmental IT and library administrators, faculty and staff; utilization of specialized skills and knowledge in the areas of microcomputer and resource networking technology. Work requires analysis of user needs and examination of alternative solutions which might meet those needs; ability to apply results of analysis to make appropriate and cost-effective decisions, devise long term strategies and direct students performing day-to-day microcomputer-related technical support activities. The person filling this position must have the ability to work with people possessing a wide range of knowledge levels. Flexibility and ability to operate independently are essential. Attention to detail and ability to manage intricate office and purchasing procedures, adherence to policies, understand, interpret and apply Library, campus and State procedures, practices and standards is required. Work is performed under general administrative direction, with appropriate consultation and guidance from librarians and IT Specialist in the unit; responsibilities are exercised with independent initiative and judgement. Supervision received is minimal and non-specific. Work is reviewed through observation of results and reports.

- * Examples of the kinds of equipment and software involved in the position's activities are: data communications circuits and cabling systems, network routers (Cisco in particular), data communications test equipment, UNIX and Windows NT and Windows2000 servers, Windows 9x and NT and Macintosh computer workstations, networked printers; network and server OS software, datacomm equipment testing software, workstation software, and other equipment and software related to the activities listed below.

1. Oversees support of all public and staff microcomputer, printing and related distributed computing equipment. Coordinates the timely deployment of equipment and software and ensures proper configuration and completion in accordance with plans. Performs or directs installations, configuration, operation, maintenance; tests, modifies, upgrades microcomputer, data communications and peripheral equipment. Equipment includes, but is not limited to: data communication hubs, routers, microcomputer systems (client and servers), networked and standalone printers, CD ROM drives, scanners, and other peripherals. Uses service manuals, diagrams, schematics and appropriate software and test equipment to determine correct operation, troubleshoot defective equipment and circuits, locate faults, repair and/or replace defective components. Resolves complex microcomputer hardware and software problems by collaborating with other specialists, technicians and vendors and by applying knowledge of the limitations, capabilities, uses and service requirements of equipment and software. Works with Head of Department and IT Specialist to review and improve procedures as necessary, recommend upgrades and determine ongoing hardware and software requirements. 40%
2. Plans, organizes, and directs complex projects involving reconfiguration or upgrading of microcomputer and networked printing resources, based on consultation with librarian faculty, department heads and library administrators. Projects may include redesign of public computer installations and reallocation of datacomm hub equipment in order to maximize workstations available to library patrons. Such projects require documentation of existing infrastructure and environmental limitations and consultation with vendors. Prepares recommendations, reports and diagrams to explain projects to administrators, library faculty and staff. Researches and prepares requests for quotations, sole source and/or sole brand justifications and request for written quotes or proposals for acquisition of new or additional microcomputer systems, upgrade components, software, peripheral devices. Advises the library fiscal officer in matters related to the procurement of microcomputer and network printing hardware. 10%
3. Prepares technical instructions or documentation and provides instruction in the operation of the wide variety of equipment described above in item #1. Participates in, and coordinates provision of service by, the department help desk operation. Reviews and prioritizes computer and printer-related work order requests from library departments. Assists users of facilities in resolving day-to-day problems with communications and electronic computer equipment and in devising new methods for maximizing available resources. Assists professional librarian and information specialist staff in microcomputer-based tasks and projects. 10%
4. Modifies existing microcomputer-related equipment to improve or change functions performed. Work includes tasks such as planning, installing, configuring upgrades of RAM; researching, locating, installing software and firmware upgrades and/or patches that resolve hardware function problems, or close "bug" and "hacker" security flaws; consulting with vendors and obtaining, installing, configuring firmware patches and upgrades for equipment such as networked laser printers, video cards, system chips within computer CPUs which add new or improved features or prevent and/or bypass problematic functions thereby preventing system crashes, hangs, erroneous performance 15%

of software, or incompatibilities with connecting equipment and software programs. Confers with department staff, Head and/or others to determine desired operation of modified equipment. Monitors performance of programs or scripts which facilitate the functioning of networks, equipment and software; performs or assists with performance of system recovery on mission-critical microcomputers and network servers (i.e. hacker or virus attack on debit-printing server, or staff LAN server). Performs basic server system administration tasks related to adding users, checking license compliance, maintaining security patches, backups, troubleshooting. Serves as backup administrator for library computing services comprised of NT/Windows2000 and Unix servers, and Ethernet network supporting over 300 nodes.

5. Oversees and coordinates work of highly technically skilled students; manages student employment budget and student personnel related tasks, including timesheets, budget projections, preparing allocation requests, tracking of expenditures, etc. 10%
6. Coordinates with suppliers and contractors of microcomputer equipment and components to insure timely maintenance, parts exchange, repairs and receipt of newly ordered material. Oversees and/or packs and ships microcomputer and data communications equipment. Acts as office contact and/or coordinates testing and repair of communication circuits and microcomputer-related equipment. Oversees preparation of requisitions for purchase and repair of equipment, software and supplies. Oversees scheduling of installations and repairs to insure timely performance of work. Develops, recommends, enforces and revises standards and procedures used in provision of support for all desktop computing and printing operations. Evaluates workstation security software and directs ongoing virus protection program, alerts staff to virus attacks. 10%
7. Maintains detailed inventory of all owned and leased microcomputer, data communication and peripheral equipment in the Library Services Program. Utilizes inventory information to generate reports and provide management information to library administration. Supervises preparation of disposal and transfer memos. Oversees compliance with software license agreements. 5%
8. Performs other duties as assigned.

Skills, Knowledge, Abilities

Any combination of experience and training which provides the following:

- * Considerable knowledge of practices necessary for installing, configuring and maintaining computers and peripherals.
- * Knowledge of the uses, and service requirements of network application and print servers, microcomputers and related equipment.
- * Ability to understand installation and configuration instructions for a wide variety of microcomputer systems and peripheral equipment.
- * Knowledge of the methods, materials, and tools used in the troubleshooting, maintenance and repair of microcomputer equipment and peripherals.
- * Ability to troubleshoot a wide variety of common problem situations encountered in the installation and usage of microcomputer systems, software and peripheral equipment.
- * Ability to establish and maintain effective working relationships with colleagues, civil service staff, library faculty.
- * Ability to plan, direct and supervise the work of technically-skilled student personnel.
- * Ability to participate in the work of professional and technical team members.
- * Skill in the use of datacomm fabrication and microcomputer repair tools.
- * Ability to read and interpret basic electronics diagrams.
- * Ability to read and interpret basic floorplans, building blueprints.
- * Knowledge of the maintenance of workstations and servers running Windows, Macintosh and UNIX/Linux operating systems.
- * Knowledge of the limitations, capabilities, uses, and service requirements of network and peripheral equipment in a TCP/IP or related environment.
- * Ability to communicate effectively both orally and in writing.
- * Ability to maintain paper files and prepare written documentation; logs of daily activities and reports of projects.
- * Ability to work evenings and weekends as needed.

Experience in an environment which includes:

- * Large numbers of multi-type multi-use microcomputers
- * Unix and Windows2000 and NT servers
- * client-server operations
- * fiber and twisted-pair cables
- * wide range of datacomm equipment (hubs, routers, switches)
- * networked and single user printers
- * CD ROM, scanners and other peripherals.

KENT STATE UNIVERSITY
JOB DESCRIPTION - UNCLASSIFIED
Developed for Equal Opportunity

CLASS TITLE: Lead IT User Support Analyst

DATE ISSUED: 10/30/06 **DATE OF LAST REVISION:** New

KSU Class Code: AH37 **EEO Code:** 3B **FLSA:** Exempt **Pay Grade:** 06

BASIC FUNCTION:

Lead a team responsible for direct and indirect support of end user devices. Assist in implementing end user device infrastructure services to support file sharing, print sharing, identity management, problem management, centralized device management, and automated remediation.

The IT User Support job family includes jobs that may require specialized knowledge in multiple technical competencies. The defining functional role for employees assigned to these jobs is direct and/or indirect support to end users of IT devices. It also includes those responsible for the infrastructure standards and systems to support file sharing, print sharing, identity management, problem management, centralized device management, and automated remediation.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

- Responsibilities include leading a team that configures, installs, monitors and maintains complex users' desktop software and hardware; support mobile workforce.
- Leading a team to provide consultation to IT users for all aspects of very complex end-user computing and desktop-based LAN systems software.
- Leading a team to provide technical support and guidance for complex issues, through Tier 2 support and works with vendors to resolve Tier 3 issues.
- Leading a team responsible for documenting solutions to problems. Provide on-site training to users.
- Lead the evaluation, maintenance, modification (e.g., creates macros, templates) and documentation of complex desktop application packages. Lead the testing and evaluation of new desktop packages.

Lead IT User Support Analyst

- Consults with and makes recommendations to IT users on selection of hardware and software products to address moderately complex business requirements.

JOB COMPETENCIES:

- Lead support and implement complex solutions or new services to ensure proper functioning of end user devices, and end user device infrastructure for a large department, school or campus.
- Lead team that determines user needs and incorporate them into the design and overall plan for end user device and end user device infrastructure support for a large department, school or campus.
- Lead team providing complex Tier 2 and Tier 3 problem resolution, set-up, integration, testing and installation for a large department, school or campus.
- Lead the documentation of solutions to complex problems and development of end-user guidelines.
- Makes recommendations to IT users on selection of hardware and software products to address business requirements based on IS standards.
- Ensure established end user device performance metrics are met for a college, campus, school or division.
- Coordinating IT support for a regional campus, Kent Campus college, school or large administrative zone.
- Evaluate, maintain, modify (e.g., creates macros, templates) and documents desktop application packages.
- Lead testing and evaluation new desktop packages.
- Perform analysis and judgment regarding interdependencies of very complex processes / applications / technologies.
- Work effectively with very limited oversight.
- Provide insight and recommendation to supervisor for decision-making.
- Establish estimates and timelines for specific projects and take direct accountability for results.
- Responsibility for guiding team members and for key client relationships with a large scope (University division, college).

Lead IT User Support Analyst

- Interact effectively with client management; monitor client satisfaction on a regular basis; make recommendations about changes needed to satisfy clients.
- Oversee development of communication plans for matters with broad impact.
- Effectively lead team decision-making.
- Assume responsibility for decisions affecting team.
- Recognize connections across multiple projects; develop effective integrated solutions; assist team members in developing alternative solutions.
- Understand IS, Client, and University goals and priorities.

Additional competencies may be required to support some areas:

- Management of web pages and hyperlinks, support for multi-media content, file management for internet published media, tracking and reporting usage of technology and providing general technical support for content providers.
- Implementation and maintenance of single- and multi-user applications for a department / college / campus.
- Implementation of server hardware platforms and operating systems.
- Local technical support concerning system software and utilities.
- Administration and control of data and/or voice networks.

REPORTS TO:

Designated Administrator

LEADERSHIP AND SUPERVISION:

Leads and directs support staff and students to provide guidance of employees who work on a project or assignment.

GENERAL QUALIFICATIONS:

All applicants for jobs in this family will be expected to possess the following general capabilities. Individual job postings will specify languages, platforms, scope and complexity of work, etc. Experience and educational requirements for each level of job in this series are listed below.

Working knowledge of:

- Problem diagnosis procedures and problem request reporting and monitoring tools.

Lead IT User Support Analyst

- Selection, acquisition, installation, configuration, trouble-shooting, maintenance and/or repair of end-user devices (pc's, printers and other peripherals, pda's, etc.).
- Installation, configuration and ongoing maintenance of desktop operating systems.
- Installation, configuration and ongoing maintenance of end user infrastructure services; file sharing, print sharing, identity management, centralize device management, and automated remediation.
- Installation, configuration and user assistance with university-supported desktop software applications.
- Communication and monitoring of university-wide and departmental data security standards. May include responsibility for administering access to departmental data or hardware assets.

Demonstrated ability to:

- Communicate effectively, orally and in writing, with technical and non-technical users to elicit information necessary to resolve problems.
- Establish and maintain cooperative working relationships with end users, colleagues, and technical staff.
- Manage time and resources and effectively balance multiple priorities.

MINIMUM QUALIFICATIONS:

Individual job postings will specify languages, platforms, scope and complexity of work, etc

Education and experience: A baccalaureate degree in an appropriate field and six or more years of relevant professional experience.

Working knowledge of:

- Advanced problem diagnosis procedures and problem request reporting and monitoring tools.
- Complex selection, acquisition, installation, configuration, trouble-shooting, maintenance and/or repair of end-user devices (pc's, printers and other peripherals, pda's, etc.).
- Complex installation, configuration and ongoing maintenance of end user devices and end user device infrastructure.
- Installation, configuration and user assistance with university-supported desktop software applications.

Lead IT User Support Analyst

- Communication and monitoring of university-wide and departmental data security standards. May include responsibility for administering access to departmental data or hardware assets.
- Implementation of new hardware platforms and operating systems, including analysis and recommendation of optimum configuration of new or existing hardware platforms and operating systems.
- Project management and team building.

Demonstrated ability to:

- Lead team in support of end user devices, end user device infrastructure, and the implementation of new end user services.
- Communicate effectively, orally and in writing, with technical and non-technical users to elicit information necessary to resolve problems.
- Establish and maintain cooperative working relationships with end users, colleagues, and technical staff.
- Manage time and resources and effectively balance multiple priorities.

PHYSICAL REQUIREMENTS:

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. Typically requires sitting, walking, standing, bending, keying, talking, hearing, seeing and repetitive motions.

Incumbent may be required to travel from building to building frequently and off campus occasionally.

The intent of this description is to illustrate the types of duties and responsibilities that will be required of positions given this title and should not be interpreted to describe all the specific duties and responsibilities that may be required in any particular position. Directly related experience/education beyond the minimum stated may be substituted where appropriate at the discretion of the Appointing Authority. Kent State University reserves the right to revise or change job duties, job hours, and responsibilities

Rutgers University Libraries

Systems Department

Unit Computing Manager Job Description

Part I: Duties & Responsibilities

Key duties are based on the position description and mutual agreement with the employee. Please list the key duties in order of importance.

1. Oversee and prioritize maintenance and installation as well as annual upgrading of hardware and software throughout library system.
2. Establish computing standards and policies for installing and configuring new hardware, software and peripheral equipment. Evaluate and recommend hardware and software configurations for purchase
3. Manage and service local area networks throughout library system. Respond to problem calls, maintenance and repairs of network infrastructure.
4. Develop or assist with the development and implementation of policies and procedures consistent with those of RUL to ensure efficient and consistent computing operations throughout library system.
5. Select, train, supervise, and evaluate Unit Computing Specialists and student workers for Systems Department.

Part II: Performance Standards

Please list the standards for the Meets Standards level of performance as developed during the performance planning meeting. Each key duty listed above must have a corresponding standard.

1. Provides reliable microcomputers, network devices, and peripheral equipment as close to 100% of the time as possible by providing timely installations, repairs, and solutions to software problems.
2. Provides timely analysis of new or upgraded software and provides concise, written evaluations of the product being reviewed.
3. Works independently on assigned projects, taking the initiative to understand all functions performed in the Systems Department and how the project relates to ongoing work. Demonstrates a working knowledge of both wide area networks and local area networks and is able to diagnose network problems.
4. Effectively develops and implements policies and procedures that meet University standards and guidelines in a way that promote understanding and acceptance by librarians and staff.

5. Closely supervises full-time staff student employees doing hardware and software installations. Monitors trouble tickets to ensure that work is being completed accurately and promptly. Communicates with users the status of repairs and installations. Promptly hires and trains new student employees when needed.

POSITION DESCRIPTION

Incumbent: _____

CSN: N9327

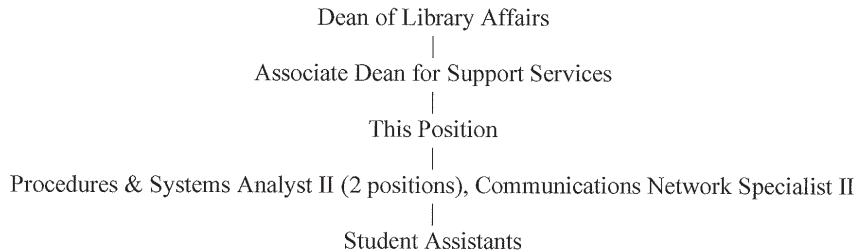
Present Classification: Procedures and Systems Analyst III

Date: January 29, 2007

Proposed Classification: Assistant Manager.2421

Department: Library Affairs, Support Services, Systems Services

ORGANIZATIONAL RELATIONSHIP



FUNCTION OF JOB

Under administrative direction of the Associate Dean for Support Services, this individual is responsible for managing the service aspects of computing services for library staff and public computers. The individual in this position assists in the long term planning of the department and provides documentation for services and projects.

DUTIES AND RESPONSIBILITIES

Supervise the Procedures and Systems Analysts and Communications Network Specialist, including the development and maintenance of plans and the defining, prioritizing, and assigning of tasks in the providing of technical support for both hardware (currently 186 public access computers and over 100 staff computers) and software (currently including Microsoft Office, ILLIAD, and Voyager) in Library Affairs. Incumbent is responsible for development and oversight of plans for computer replacement, maintenance, and repair of staff and public access computers (including warranty work). This position maintains the status as an authorized warranty service technician.

Assign the work of student assistants, schedule equipment pick-up and delivery, and train students in the installation and repair of desktops.

Coordinate documentation and long term planning for Systems operations. Provide supervision and guidance regarding implementation of plans.

Provide coordination of communication between library staff and Systems staff.

Provide applications administration on various programs and services supported by Systems for library staff, including maintenance of group policies and active directory, courtesy card accounts, interlibrary loan program configuration, and IP management.

KNOWLEDGE REQUIRED FOR THE JOB

Extensive knowledge of PC hardware and software applications used in the Library.

Ability and experience in supervising staff, assigning work, and evaluating performance.

Ability to analyze patron and staff service needs as well as staff resources. Ability to develop plans of work to meet those needs.

Understanding of overall Systems operations and ability to work with others in Systems to develop documentation for services and infrastructure within Systems.

Ability to communicate well with others.

Knowledge of administrative aspects of computer applications used by library staff. Ability to work with other Systems staff and Information Technology staff to maintain accurate information regarding accounts, access to services and security issues.

RESPONSIBILITY

- A. Supervisory Controls
The incumbent will work under the general direction of the Associate Dean for Support Services.
- B. Guidelines
Follows general principles and policies of SIUC and Library Affairs administration. The incumbent will receive instructions in oral and written form.

DIFFICULTY

- A. Complexity
This position requires a high degree of problem-solving skills and troubleshooting abilities. The incumbent must possess knowledge of software, computer programming, electronics, and telecommunications. The incumbent must possess good supervisory and oral and written communication skills.
- B. Scope and Effect
Because of the Library's dependence on computers, this position is vital to keeping the Library operating smoothly, both for staff and Library users. As this position interacts with every department in the Library and with persons in departments external to the Library, the incumbent needs to maintain good relations with those areas.

PERSONAL RELATIONSHIPS

The incumbent will be required to deal with department heads and other staff members of the Library, as well as Information Technology and other systems support personnel inside and outside the Library.

ENVIRONMENTAL DEMANDS

The incumbent will work indoors but may, on occasion, be required to work outdoors while transporting equipment. The position requires the incumbent to be capable of lifting equipment weighing as much as 50 pounds and the ability to work in very confined spaces such as wiring closets and under desks.

Incumbent: _____ Date: _____

Reviewed by: _____ Date: _____
Associate Dean for Support Services



EMPLOYEE WORK PROFILE

WORK DESCRIPTION/PERFORMANCE PLAN

[Parts I and II should be used alone to establish a new position and/or to change a position's duties and responsibilities. Parts I through IV should be completed annually between September 1 and December 31, **discussed with the employee** and retained in the department's files. Parts V through IX must be used to conduct the annual evaluation and then the entire EWP must be submitted to University Human Resources to complete the annual evaluation process.]

TIPS FOR FILLING OUT THIS FORM USING Microsoft® Word

This form is a Word document and is protected. This preserves the formatting while allowing you to complete the form. Should the need arise to remove protection (to insert the organizational chart at the end of the document, for example), you may do so by selecting "TOOLS", then click "UNPROTECT". If you don't see the option to unprotect, click the down button in the list. There is no password necessary to unprotect the document.

PART I – Position Identification Information	
1. <input checked="" type="checkbox"/> Univ. of VA (207) <input type="checkbox"/> Univ. of VA's College at Wise (246) <input type="checkbox"/> Southwest VA Higher Ed Center (948)	
2. School/Dept: Alderman Library	Org Code: 31080
3. Position Information:	
Position Number: C0825	
Incumbent's Name:	
Incumbent's ID: 175423	
Role Title (HR Use):	
Role Code (HR Use):	
Work Title: Information Technology Specialist III	
Pay Band Level (HR Use):	
4. Supervisor Information:	
Supervisor's Name:	
Supervisor's ID: 146764	
Supervisor's Title: Director, Library IT Systems	
Supervisor's Position Number: C3087	Supervisor's Role Code (HR Use):
5. Position Level Indicator:	
<input checked="" type="checkbox"/> Employee <input type="checkbox"/> Supervisor <input checked="" type="checkbox"/> Manager	
Employees Supervised: Does employee supervise 2 or more employees (FTE's)?	
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
6. FLSA Status (HR Use):	
<input type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt	
Exemption/Partial Exemption Test (if applicable):	
7. Effective Date:	
Statement of Economic Interests Required? (HR Use) <input type="checkbox"/> Yes <input type="checkbox"/> No	
8. Occupational Family & Career Group (HR Use):	
9. EEO Code (HR Use):	
10. SOC Title & Code (HR Use):	

PART II – Work Description and Performance Plan

1. Organizational Objective: [Brief statement of how the position relates to the work unit, division or agency's objectives.]
 This position will supervise Library LSP providers for the University of Virginia Libraries under the direct supervision of the Director of Library IT Systems.

2. Purpose of Position: [A statement explaining why the position exists. Specify the most important service or product expected from the employee in this position.]
 To facilitate the work of the University of Virginia Library by :

1. Supervise the system administration and maintenance of public and staff PC and Macintosh based computer systems and peripherals.
2. Providing Supervision, Technical leadership and mentoring to direct reporting LSP individuals (5 or more).
3. Providing Technical leadership, guidance and mentoring to other (non-direct reporting, or dotted lined) individuals.
4. Participating in strategic infrastructure planning for future and existing systems.
5. Provide LSP duties where the main areas of responsibility but not limited to are:
 - a. All University of Virginia Libraries (14).

3. KSA's and/or Competencies required to successfully perform the work: [Describe the expertise required to successfully perform the assigned work. Provide a narrative of at least three (3) KSA's/competencies, but not more than five (5) that are required to perform the work.]
 Preferred experience in supervising five or more technical people. (KSA 1001,1000,1012, 1024,1025,6006)
 Superior organizational skills
 Strong interpersonal skills in a team-oriented environment
 Demonstrated experience with Windows (NT,2000,2003,XP,XP Professional) (KSA 5701, 5769)
 Demonstrated experience with key software applications and utilities to provide administration requirements. (KSA 1237)
 Demonstrated experience with Altiris or equivalent Desktop management environments.
 Demonstrated experience with Windows Scripting and scripting environments (KSA 1237)
 Preferred experience with Macintosh (OSX) (KSA 5770)

KSA Summary
 5701 Manage WinNT/2000 Server Systems
 5769 Manage Windows Workstation

4. Education, Experience, Licensure, Certification required for entry into position: [State the educational background that is minimally required and/or preferred and list any occupational certifications or licenses that the employee must hold.]
 Masters, Bachelors degree or equivalent experience in Information Management or Computer Science
 Apple Certification, MSCE or equivalent experience.

5. Level of Independent Activity [State the work actions and/or decisions the employee makes without prior approval. State to what extent the employee receives advice and guidance from the supervisor. State examples of the type of supervisory advice and guidance that is given as well as actions or decisions the employee makes without prior approval.]
 Negotiates with staff and users on software and interface issues, purchase hardware and software within budgetary limits, apportion resources among servers and give technical leadership to other staff, LSP's and LSA's. Seeks guidance and approval for large expenditures.

6. Contacts of Position [List and explain the contacts the employee has both inside and outside the State Government, if any, as a routine function of the work. Do not list contacts with supervisors, co-workers, and subordinates.]

Persons or Organization	Purpose	How Often	Inside/Outside State Gov't
Hardware and Software vendors	Technical queries, problem resolution, and other	Weekly	Outside

	inquiries		
Students, faculty, and staff of the University Library	Assistance with problems	Weekly	Both

Employee's Signature: *Zeke Crater*

Print Name: (Zeke) Jeffrey Crater Date: 4-30-07

Supervisor's Signature: Guy Mengel

Print Name: *Guy Mengel* Date: 4/24/2007

Have the duties and responsibilities of this position recently changed? Yes No

ATTACH – ORGANIZATIONAL CHART

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Performance Plan		
% Time	7. Responsibilities [List, in order of importance, the major duties or functions which are primary and essential to the position. Statements in the section should be concise.]	8. Measures for Responsibilities [Identify the qualitative, quantitative and timeliness measures against which each responsibility will be assessed.]
20%	A. Performance Management (for all employees who supervise others)	<p>Measures for Performance Management:</p> <ul style="list-style-type: none"> • Insures that expectations are clear, well communicated, and relate to the goals and objectives of the department or unit • Insures that staff receive frequent, constructive feedback, including interim evaluations as appropriate • Insures that staff have the necessary knowledge, skills, and abilities to accomplish goals • Insures that the requirements of the performance planning and evaluation system are met and evaluations are completed by established deadlines with proper documentation • Insures that performance issues are addressed and documented as they occur • Consistently strives to insure a safe work environment through education, assessment and the demonstrated observance of sound safety practices and further demonstrates commitment to reducing lost time by supporting the safe resumption of work by employees with work-related or non-work related illnesses or injuries. • Highest standards of appearance and professionalism are demonstrated
40%	B. Supervise direct reporting Library LSP's . Oversee and manage the systems administration and maintenance of public, classroom and staff PC and Macintosh computer systems. Develop procedures and policies as needed. Provide frequent and constructive feedback to direct reports and supervisor.	<ul style="list-style-type: none"> • Demonstrate minimal downtime for public, classroom and staff computer systems • Develop plans and policies for developing and implementing computer system "builds". • Insure the security of public, classroom and staff computer systems by providing timely Operating System Patches and Virus protection updates. • Maintain and enhance an efficient system for receiving and tracking trouble tickets • Prepare budget requests and forecasts for public, classroom and staff computer system replacements, peripherals and / or enhancements. • Act as liaison for the DCI Program <ul style="list-style-type: none"> ○ Track DCI Budgets ○ Track DCI System information (S/N, ETAG etc) ○ Co-Represent Library with Supervisor at DCI Steering Committee. • Meet regularly with each of the departments and each Library to determine current and future PC and Macintosh needs. Develop plans, and budget forecasts to meet these needs.

25%	C. Provide leadership, coordination and direction to teams of LSP's working across all libraries. Create project plans and schedules for various short and long term projects to meet current and future library goals.	<ul style="list-style-type: none"> • Develop and re-vamp current LSP training requirements, guidelines and policies. <ul style="list-style-type: none"> ○ Develop in-house courses ○ Determine external course needs • Develop and re-vamp current Staff training requirements, guidelines and policies. <ul style="list-style-type: none"> ○ Develop in-house courses ○ Determine external course needs • Develop other miscellaneous policies as needed
10%	D. Professional Development	<ul style="list-style-type: none"> • Update and maintain Personal Development plan, and Learning Plans. (on-going). • Execute and Implement Personal Development and Learning Plans in a timely fashion. (on-going) • Stay abreast of trends and new developments regarding hardware and software as well as other technologies. • Attend relevant conferences.
5%	E. Special Projects as needed.	
%	F.	
N/A	G. May be required to perform other duties as assigned. May be required to assist the agency or state government generally in the event of an emergency declaration by the Governor.	

100%

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9. Physical Demands Checklist

Position Number:

Complete each physical demand by indicating in the box whether the physical demand is:
C = constant F = frequent O = occasional N=never

<input type="checkbox"/> Light lifting (<20 lbs.)	<input type="checkbox"/> Sitting (for sustained periods of time)	Subject to hazards such as:
<input type="checkbox"/> Moderate lifting (20-50 lbs.)	<input type="checkbox"/> Walking (moving about on foot to accomplish tasks)	<input type="checkbox"/> Working with electrical current
<input type="checkbox"/> Heavy lifting (>50 lbs.)	<input type="checkbox"/> Repetitive motion (sustained movements/motions of the wrists, hand and/or fingers)	<input type="checkbox"/> Working on scaffolding and high places
<input type="checkbox"/> Standing (for sustained periods of time)	<input type="checkbox"/> Bending	<input type="checkbox"/> Exposure to high heat
<input type="checkbox"/> Reaching (extending hand(s) and arm(s) in any direction)	<input type="checkbox"/> Pushing/pulling	<input type="checkbox"/> Others, specify:

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UNIVERSITY of VIRGINIA

EMPLOYEE WORK PROFILE

EMPLOYEE LEARNING/CAREER DEVELOPMENT PLAN

[This form should be updated annually (no later than December 31) after completion of the annual performance evaluation and retained in a confidential departmental employee file.]

PART III – Employee Learning/Career Development Plan	
<p>1. Personal Learning Goals [List any learning goals identified by the employee and/or by the supervisor and specify who has listed the goal. Goals should be relevant to the current duties and responsibilities of the employee and or to future career growth in the current or a related field]</p>	<ol style="list-style-type: none"> 1. Stay abreast of trends and new trends and developments in hardware and software. 2. Pursue Masters degree in Library Science.
<p>2. Learning Steps/Resource Needs [List specific steps that need to be taken and by whom to accomplish the learning goals. This may include training, coaching or other learning methods.]</p>	<ol style="list-style-type: none"> 1. Supervisor, to plan for and fund conferences and training programs. 2. Formally apply at a University .

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<http://www.wsu.edu/~cornish/pd-2007.pdf>

**Washington State University
Position Description**

Position Number: 39316
Appointment Status: Faculty, Tenure-track, Annual, 100% FTE
Organization and Location: Libraries, Pullman

Working Title: Head, Library Systems

Basic Function: Serve as the day-to-day manager of the Library Systems unit in the WSU Libraries. Provide primary or significant technical support in a number of digital initiatives. Investigate and recommend new technical solutions to improve library services and work processes.

Reports to: Assistant Dean for Public Services and Outreach

Responsibilities:

- Manage the Library Systems unit, including budgeting, personnel management (2 librarians, 6 Information Technology Systems Specialists), and technology planning.
- Support the application of new technologies in the Libraries, including the identification and recommendation of new hardware and software products and solutions.
- Chair the WSU Research Exchange Task Force and provide direction and technical support for the university's institutional repository effort.
- Support Libraries' development (fund-raising) activities and grant-supported projects related to library automation and digital collections.
- Provide support for the Libraries' digital collections program, including server and software administration, use assessment, planning, and liaison work with campus research faculty.
- Guide and support local software customization and development efforts in Library Systems and library units.
- Provide technical support for electronic reserves services in the Libraries.
- Support data security efforts in the WSU Libraries, including serving as the organization's Data Custodian.
- Participate in employee education activities (classroom and individual instruction, development of instructional guides, web-based tutorials, and listserv messages) related to information technology within the Libraries.

- Serve as an active participant on Libraries and university committees.
- Devote professional time to current awareness of trends and developments in library and information technologies, management, library and information science, and related higher education issues.
- Actively participate in professional workshops, institutes, seminars, and conferences.
- Conduct research for publication or presentation of scholarly papers, particularly in areas related to information technologies and services.
- Communicate well; maintain pleasant, courteous and cooperative relationships; display a professional manner in demeanor and language; and show courteous and effective behavior in meetings.
- Serve as an official WSU Libraries' representative to institutional, regional and national organizations at the request of the unit head, Assistant Deans, or Dean.

Signatures:

Head, Library Systems

(Date)

Assistant Dean, WSU Libraries (Date)

This position description reflects Washington State University's best effort to describe the essential functions and qualifications of the position. This document is not intended to exclude an opportunity for modifications consistent with providing reasonable accommodation. This is not intended to be a contract. Your signature indicates you have read this position description and understand the essential functions and qualifications of the position.

