REVISED: MAY 2008 CLASS CODE: ADMIN85 UNIT: UNREP/SUPERVISORY

LIBRARY TECHNOLOGY ANALYST

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

Under general supervision, to investigate, implement and manage current and future technologies within the library system, and provide customer service, training and technical support for staff and customers of the Library. This position coordinates and participates in the work of developing, maintaining and supporting all the systems and telecommunication activities of the Library, in close coordination with the City's Information Technologies Division, and performs highly technical duties to support web-based services for Library users.

EXAMPLES OF DUTIES — Example of duties performed by employees in this class may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.

Oversees the operation, development, support and maintenance of Library software including the integrated library system software, the online catalog, telecommunications such as satellite links to bookmobiles, and a variety of online subscription services. Develops, maintains and supports database-driven tools for managing library systems needs; consults with Library staff to determine hardware and software system specifications; coordinates with City Information Technologies to develop, test, and/or design systems architecture and network connections; maintains, updates and modifies systems within the established Library network. regularly with program manager and other key stakeholders to set priorities and to ensure clear, consistent technology practices; investigates, recommends and plans implementation of new or revised technologies; and communicates regularly with all library staff about key systems issues. Coordinates with City Information Technologies to troubleshoot hardware and software. and issues with associated peripherals, and to resolve compatibility issues in a multi-vendor, multi-operating system environment; researches, analyzes and recommends technology options Maintains a working knowledge of emerging for hardware and software migrations. technologies and identifies those critical to the design and delivery of responsive library services to users. Oversees the Library website and develops enhancements; works with Library managers and other departmental representatives in a collaborative environment to maintain the content and functions of the website; Provides training and technical support in web design and emerging technologies to staff and customers, and performs related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

- Basic theories and applications of computer science.
- Basic methods and techniques used in the installation, troubleshooting, upgrading and problem resolution of information systems hardware and software.
- Basic principles and practices of information and telecommunications hardware and software systems.
- Basic library automation systems and trends.
- Website design, implementation and maintenance.
- Basic understanding of computer operations in libraries, circulation systems, catalogs, reference databases, and search strategies.
- Principles and practices of supervision.
- Principles of business letter writing and basic report preparation.

CITY OF OCEANSIDE Library Technology Analyst (Continued)

- English usage, spelling, grammar, and punctuation.
- Principles and practices of customer service.

Ability to:

- Provide technical support for the implementation and maintenance of various systems hardware and software components.
- Respond to and identify user needs and determine resolutions.
- Analyze and assess the technological needs of the Library.
- Train users in new hardware and software.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work
- Gather, interpret and analyze data to a superior degree.
- Plan and organize work with a high degree of independence of action.
- Conduct research and prepare complete and accurate analysis, reports and recommendations on a variety of issues.
- Prepare clear and concise oral and written reports, both narrative and statistical.
- Establish and maintain effective working relationships with all levels of Library staff, other governmental agencies and the general public.
- Plan and supervise the work of others.
- Demonstrate an awareness and appreciation of the diversity of the community.

EXPERIENCE AND TRAINING GUIDELINES

Experience:

Any combination of responsible information systems analysis or administration experience; AND website design implementation and maintenance experience that demonstrates the ability to successfully perform the duties of Library Technology Analyst. Experience in a public library is highly desirable.

Training:

A Bachelor's degree from an accredited college or university with major course work in computer science, library information science or a related field. A Master's degree in Library Science or Information Science is highly desirable.

WORKING CONDITIONS

Environmental Conditions:

Library and office environment; extensive public contact and exposure to computer screens.

Physical Conditions:

Essential functions may require maintaining physical condition necessary for sitting, bending, stooping, lifting, or standing for prolonged periods of time, working in a library setting, and operating office equipment; speaking and hearing to exchange information; visual acuity to read small print, computer screens and other printed documents; speaking and hearing to exchange information. Must possess the physical strength and flexibility to bend, squat, reach above shoulder level, kneel, push/pull and lift up to 30 pounds (equipment, carts, etc.); extensive use of computer keyboard and peripheral equipment; extensive verbal and electronic communication with system users.

CITY OF OCEANSIDE Library Technology Analyst (Continued)

Special Conditions:

Positions may require working some weekend and evening hours; may be required to adjust work schedule to meet Library needs.

License or Certificates:

Possession of, or ability to obtain, a valid Class C California driver's license.