

**KING COUNTY LIBRARY SYSTEM**  
**Job Description**

Title: **Integrated Library System (ILS) Administrator**

Dept.: **Information Technology Services**

Job Code Number: **20505**

Reports to: **Director of ITS**

Grade Number: **19, Represented**

Effective Date: **January 2011**

FLSA Status: **Exempt**

General Position Summary:

This position is responsible for the development and implementation, as well as the ongoing support and administration of the KCLS ILS. This position collaborates with other KCLS departments as well as the larger community of libraries who share the same ILS with KCLS. This position provides a leadership role at KCLS and participates nationally to ensure that ILS remains a vibrant, effective, and functional tool, supporting variety of services (acquisitions, cataloging, circulation and public access) to both patrons and staff. The ILS Administrator personally solves ILS problems, and also identifies and coordinates resolution of problems and issues.

Essential Duties/Major Responsibilities:

Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.

1. Coordinates development, design and maintenance of ILS with staff and vendors. Monitors performance of applications and develops strategies for changes, enhancements, testing and upgrades as required.
2. Manages the efficient operation of the ILS throughout the library system. Isolates problems and coordinates resolution procedures with vendors to assure rapid solutions and continuous operation.
3. Researches, analyzes, evaluates, plans, tests, troubleshoots, designs, implements, and re-evaluates all facets of ILS interfaces and services. Performs maintenance of databases and tables. Writes reports and scripts.
4. Creates and maintains complete and accurate system's technical documentation, as well as records of a strategic and process nature, such as projects documentation and files.
5. Works with other departments and vendors for ongoing maintenance, development and support. Serves as primary contact for ILS related issues, and as liaison to staff, other libraries and vendors.
6. Participates in the ILS community, building strategic relationships with other users of the ILS.
7. Works closely with the Director on budget priorities and strategic directions of the ILS.

Secondary Duties:

1. Participates in activities such as committee work, training, staff meetings, etc.
2. Performs other related duties, as assigned.

Communication:

This position has regular interaction and communication with a broad range of people, both in individual and group meetings. Contacts are normally made with KCLS employees and vendors, and occasionally with other agencies. Contacts are frequently made on the incumbent's own initiative, and occasionally are made at the supervisor's request or initiated by a third party. Collaboration and cooperation with all stakeholders must be established to accomplish assigned tasks. May attend ILS Community meetings and conferences to present design solutions, standards and/or products and project related status reports.

Initiative:

The position develops practices and procedures for the department or facility and is responsible for problem solving across the organization. The incumbent frequently develops or coordinates the development of new programs and services or concepts, and the job involves a high degree of complexity. The position is responsible for problem solving across the organization and as such designs or coordinates designing of new solutions, concepts, methods and procedures associated with the ILS. The incumbent operates with some supervision for new situation or assignment, and minimal supervision for routine work. Frequent new and varied work situations are experienced and decisions are made within general organizational policy constraints/guidelines.

Accountability:

This position is responsible for the effective operation of the ILS system and an error or delay in the incumbent's work may cause failure and disruption in the ILS circulation, cataloging and OPAC modules. Refined planning and goal-setting skills are involved and the incumbent plans both individually and as part of a group activity. Strategic planning is involved at the facility/department level. The position has a significant impact on library operations, revenues, and expenses. Consequences of success or failure of job responsibilities may negatively impact services to both patrons and staff.

Leadership:

Incumbent is responsible for role modeling and promoting organizational values within own department and as a representative of the organization to the public. This position has a significant mentoring role with KCLS staff who use the ILS, particularly the Subject Matter Experts (SMEs) of various KCLS departments, functional coordinators, and branch leads.

## DESIRED MINIMUM QUALIFICATIONS

### Education and Experience:

A typical way of obtaining the knowledge, skills and abilities necessary to successfully perform the essential duties of the position is:

- Graduation from a four-year college or university specializing in information systems and database management, and four years of progressively responsible work experience relating to information systems and service in a complex, multi-server, multi-agency, integrated application environment;
- Additional education in a related field or library information science may offset up to two years experience;
- Two years of successful systems project management and implementation experience is preferred;
- Or an equivalent combination of education, training and experience that provides the required knowledge, skills, and abilities to perform the duties and responsibilities of the classification.

### Necessary Knowledge, Ability and Skills:

- Working knowledge of object-relational database management systems and tools.
- Knowledge of open source technologies.
- Knowledge of online tools used for collaborative development and project management.
- Knowledge of software development methodologies, such as Rational and Agile Unified Process.
- Basic knowledge of PostgreSQL, Perl, SQL, C, JavaScript and XHTML languages.
- Familiarity with GUI design and usability.
- Knowledge of MARC standards.
- Knowledge of library functional areas and technology resources pertinent to the library operations.

### Ability to:

- Troubleshoot hardware and software issues related to Unix and Linux operating systems and servers.
- Apply systemic view and approach to understand and resolve effectively and efficiently complex technical problems.
- Plan, budget, coordinate and implement projects, maintenance and updates, adapting to changing needs.
- Clearly, succinctly, and effectively communicate ideas and thoughts both verbally and in writing.
- Use diplomacy and tact to establish and maintain positive relationships with KCLS employees and vendors.
- Work independently and in a collaborative team environment.

Skill in:

- Listening to, understanding and interpreting information received from system's users.
- Assessing and analyzing situations/problems and logically finding solutions.
- Work collaboratively in a team environment to find solutions to problems.
- Observing or paying attention to details.
- Computing math and statistical operations.

SPECIAL REQUIREMENTS

Valid Washington driver's license.

PHYSICAL DEMANDS

The position requires continuous keyboarding, sitting and repetitive motions of hands/wrists. The employee is occasionally required to walk, talk or hear. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

Most work is performed in a standard office setting. The position encounters occasional new, unusual, hectic or demanding situations. Some travel, on-call status, constant sitting, and extensive PC monitor work are required in this position.

Advancement Possibilities:

Depending on education and experience

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between KCLS and the employee, and is subject to change as the needs of KCLS and the requirements of the job change.

Approval: \_\_\_\_\_  
Director of HR

Final: 09-29-2010