



Job Title: Software Development Specialist

Reports to: Automation Librarian

FLSA Status: Exempt

Job Classification: 006

Created: April 2004

Revised: July 2004, April 2006, September 2007, October 2008

Job Objective(s):

- Develop and maintain software with an emphasis on web-based applications
- Provide technical support to Online Libraries and SELCO staff as a member of the Help Desk Team
- Assist with administration of servers and related equipment on the SELCO network

Supervision (Given and received)

- Given: None
- Received: Automation Librarian gives broad objectives. Systems Manager will give some work direction. Help Desk Manager will set and monitor Help Desk performance goals. The Software Development Technician is responsible for achieving desired results within established procedures and work direction.

Job Responsibilities and Duties

- Maintain web sites as a member of the Web Team:
 - Use a variety of tools such as Content Management Systems, web development applications, and web scripting languages
 - Support SELCO staff creating content
 - Support Online Library staff with SELCO-hosted websites
- Create and implement software solutions in all phases of development:
 - Determine technical and functional design requirements
 - Create and test prototype solutions with input from users and other stakeholders
 - Create, test and implement production solutions
 - Provide training and support for users
- Share responsibility for effectively staffing the SELCO Help Desk, integrating positive customer service techniques, as a member of the Help Desk & Training Team:
 - Support SELCO/SELS members' technology needs, in-taking and resolving customer calls related to Horizon ILS, PCs, LAN, WAN, web issues, and other SELCO-supported technologies
 - Use Help Desk software, comply with Help Desk procedures and meet Help Desk performance goals
 - Participate in information technology training provided by SELCO
 - Assist with implementing new technologies and upgrades from testing and implementation to production status
 - As assigned, participate in technology project teams

- As assigned, participate in the presentation of SELCO's technology-based training
- Support Help Desk & Training Team by providing instruction, documentation, technical information, and other assistance as needed
- Assist in maintenance of servers, related equipment, and software as a member of the Systems & Networking Team
- Perform other related duties as requested by supervisor or Executive Director

Job Standards

- Bachelor's degree in computer science or related field
- Knowledge of computer technology, including (but not limited to):
 - Microsoft Internet Information Services
 - HTML
 - JSP or other structured programming language
 - SQL-compliant relational database administration and design
 - Servers
 - PCs
 - Windows
- Preference given to experience with library software or websites
- Strong verbal and written communication skills
- Ability to prioritize and shift focus between multiple projects

Organizational Standards

- Remain flexible, receptive and adaptive to change
- Understand and apply basic principals of good housekeeping and safety
- Perform other related duties as requested by supervisor
- Attend appropriate conferences, seminars and meetings and read professional materials to keep apprised of technological changes or enhancements in the field
- Follow established policies and procedures
- Maintain and safeguard confidential information
- Possess the ability to deal tactfully with staff members, board members, clients, vendors
- Access to a vehicle and possess a valid drivers license and insurance
- Able to read, write, spell, do basic math, speak and understand English
- Maintain neat, well-groomed appearance
- Must not pose a direct threat to the health or safety of other individuals in the workplace
- Attend organizational meetings, as required

Equipment, must be able to operate

- PCs including laptop and peripherals
- Office equipment including but not limited to network copier, facsimile machine, postage meter, telephone system, cellular telephone, video projector, scanner, digital camera, dolly, and PA system
- Motorized vehicle

Environment

- Works indoors in a climate-controlled environment approximately 80 percent of the time.
- While visiting libraries or attending meetings, will be exposed to seasonal conditions in outside weather, approximately 20 percent of the time
- Minimal exposure to office dust and chemicals, e.g. photocopying toner, etc.
- Ability to lift and carry computer equipment and supplies

Working Hours

- Generally Monday – Friday. May be required to work beyond normal schedule
- Required to participate in evening and weekend On-Call rotations taking emergency support calls from Online Libraries

General Notes

- This job description is not intended to be all-inclusive, additional details will be specified by the supervisor or Executive Director. The employee will also perform other reasonable business duties as assigned by the supervisor or other management staff
- Management reserves the right to change job responsibilities, duties and hours as needs prevail.
- SELCO is an at-will employer. This job description is a guideline and does not constitute a written or implied employment contract

Employee Acceptance

I have read, understand and received a copy of this job description. I agree to accept the responsibilities and duties as outlined.

Signature	Date
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