



627 NORTH SUNRISE SERVICE ROAD, P.O. BOX 9000, BELLPORT, NY 11713-9000

The Suffolk Cooperative Library System (SCLS) seeks a customer-service-oriented team player to join our ILS team as the PALS Technology Operations Coordinator.

The Partnership of Automated Libraries in Suffolk (PALS) is a consortium of 54-member libraries utilizing Innovative Interface's Sierra as its Integrated Library System (ILS). The PALS Technology Operations Coordinator supports PALS member libraries in the areas of technology related to the ILS and various library applications. The candidate must have a Bachelor's degree and 3 years of relevant experience providing technical support or managing IT networks.

SCLS is a 56-member library system in Suffolk County, NY. We are a supportive employer with opportunities to learn and grow in this position. The minimum starting salary for this position is \$55,756, negotiable based on experience, as well as a generous benefits package. Please see the attached job description for details.

To apply, send a cover letter and resume to the Suffolk Cooperative Library System, Human Resources Office at sclshr@suffolknet.org by March 1, 2024.

DEPARTMENT: PALS/UNION CATALOG

POSITION TITLE: PALS TECHNOLOGY OPERATIONS COORDINATOR

REPORTS TO: ILS SYSTEM ADMINISTRATOR

GENERAL DESCRIPTION: Provides telephone, email, and onsite support to member libraries in the areas of technology related to the PALS Integrated Library System (ILS), eResources, and system-supported services. Assists in the regular maintenance and support of the ILS, eResources, and PALS Technology Operations initiatives.

ESSENTIAL FUNCTIONS:

1. Works with both SCLS and PALS member library staff to provide technology support.
2. Provide training and consultation on IT-related topics to SCLS and PALS member library staff.
3. Troubleshoot PALS ILS and other library-specific software.
4. Assist in configuring, managing, and maintaining networking equipment.
5. Creates and maintains documentation for all services provided
6. Provides Saturday and holiday coverage as scheduled.
7. Assists the ILS System Administrator as needed with special projects.
8. Provides backup to PALS Technical Support by monitoring incoming calls and answering or assigning them to appropriate staff.
9. Updates and maintains database configurations in the PALS ILS.
10. Prepares statistical reports in PALS ILS.
11. Performs other functions as required.

REQUIRED KNOWLEDGE SKILLS AND ABILITIES:

1. Experience in troubleshooting and working with library-specific software (Self-Checks, printers, Innovative Interface's Sierra).
2. Excellent verbal, written, and visual communication skills, with the ability to develop strong analytical thinking and planning skills.
3. Perform with high accuracy and attention to detail.
4. Strong organizational skills and customer service orientation.
5. Takes initiative and self-motivated. Able to self-manage and deliver on deadlines under pressure.
6. Able to work effectively individually and in a team-based environment.
7. Able to prioritize and organize tasks and time.
8. Strong problem-analysis and solving skills.
9. Ability to make Sustainable work-related decisions.

REQUIRED EXPERIENCE AND TRAINING:

1. Bachelor's degree is required.
2. At least three (3) years of relevant experience providing technical support or managing IT networks.
3. Experience involving the creation of dynamic web content to include proficiency in scripting languages such as JavaScript, PHP, and Python as well as SQL concepts is preferred.
4. Experience providing training to non-technical audiences is a plus.
5. Knowledge of the PALS Library Platform Services system is desirable.
6. Good understanding of IP addressing, subnetting, and routing concepts desirable.
7. Proficient in group and user-based file permissions and execution authorization.