UNIVERSITY OF SOUTHERN CALIFORNIA
Library Technology Specialist
Job Code: 141027

Grade: TI
OT Eligible: Yes
Comp Approval: 8/28/2008

JOB SUMMARY:
Provides library services to faculty, staff and students with emphasis on electronic resources. Provides support to faculty, staff and students for library public computers, library multimedia computers and presentation spaces. Seeks and identifies solutions that address computer and related problems as needed. Develops on-line and in-person software and equipment training materials for individuals and groups. Assists with the maintenance and growth of the Library’s Internet presence. Works under general supervision.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME

______  _____ Provides library services to faculty, staff and students with emphasis on electronic resources such as subject-based databases and article indexes. Assists in providing general reference service support and instruction. Answers questions regarding computing electronic resources. Provides telephone and email support. Provides facility support services, as requested.

______  _____ Provides training on topics such as equipment operation, software use and library procedures. Develops on-line tutorials, as needed. Conducts defined research for special projects as requested.

______  _____ Provides consulting services to end users in the use of computer hardware and in the use of designated software. Seeks and identifies solutions that address computer and related problems as needed. Resolves hardware and/or software problems, as needed. Provides preventative maintenance and first response technical support of library public computers and multimedia computers. Set-ups and maintains presentation spaces.

______  _____ Integrates and enhances library user support services and information systems to deliver the most current information to library users. Provides support for instructors using the library’s public spaces.

______  _____ Provides leadership and guidance to student workers. Schedules, prioritizes, monitors and assigns work. Trains student workers as requested. Hires, orients, evaluates performance, and counsels, as required.

______  _____ Assists with the department’s Web site. Obtains feedback for improvements and enhancements.

______  _____ Networks with professional counterparts inside and outside the university. Participates in professional associations to stay informed of new developments in field and technology. Makes recommendations to senior management regarding technology changes based on developments in field and business needs.

Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.
EMERGENCY RESPONSE/RECOVERY:

Essential: [ ] No
[ ] Yes In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

JOB QUALIFICATIONS:

Minimum Education:
- Related undergraduate study
- Specialized/technical training
- Combined experience/education as substitute for minimum education

Minimum Experience:
- 2 years

Minimum Field of Expertise:
- Experience in and comprehensive knowledge of library technology systems, including relevant library databases, systems and other multi-disciplinary resources. Excellent communication skills, both verbal and written. Ability to communicate technical information to library patrons in a user-friendly manner. Customer service experience.

Preferred Education:
- Bachelor's degree

Preferred Experience:
- 3 years

Preferred Field of Expertise:
- Proficient in Macintosh and PC platforms including applications such as word processing, spreadsheets, browsers, search engines, and basic Web authoring. Thorough knowledge of computing and libraries in a university environment. Extensive experience in navigating the Web in a university environment. Ability to develop in-depth understanding of electronic resources. Strong commitment to customer service. Background in a relevant subject-based discipline; experience with computer hardware and networks; experience in library operations, including scheduling and training.

Skills: Administrative:
- Communicate with others to gather information
- Coordinate work of others
- Customer service
- Prioritize different projects
- Research information
- Understand and apply policies and procedures
- Use database and/or word processing software

Skills: Other:
- Analysis
- Assessment/evaluation
- Consulting
- Interpretation of policies/analyses/trends/etc.
Knowledge of applicable laws/policies/principles/etc.
Lead/guidance Skills
Organization
Planning
Problem identification and resolution
Scheduling
Teaching/training

**Skills:**

**Machine/Equipment:**

- Calculator
- Computer network (department or school)
- Computer network (university)
- Computer peripheral equipment
- Fax
- Personal computer
- Photocopier

**Supervises:**

- Level:
  
  Leads one or more employees performing similar work.
  May oversee student and/or temporary workers.

**SIGNATURES:**

Employee: ___________________________ Date: ___________________________

Supervisor: ___________________________ Date: ___________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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