Support & Project Management Specialist

In concert with the PaILS team, the Support & Project Management Specialist will manage the SPARK customer support experience, and lead organizational projects to serve the mission of the Pennsylvania Integrated Library Service in its use of the Evergreen (ILS) software. Under the direction of the Executive Director, this full-time exempt position serves as an expert resource and technical advisor to both PaILS staff and member libraries.

PaILS is the non-profit corporation that oversees SPARK, governed by a Board of Directors. SPARK is a comprehensive, remotely hosted, one-price solution for over 150 libraries in Pennsylvania. The software includes circulation, cataloging, serials, and acquisitions functionality built on the Evergreen open source ILS.

Essential job duties:

- Manage the customer support experience.
- Manage the support platform, including assigning tickets to staff and escalating issues to vendors.
- Manage organizational projects, including database cleanup, program evaluation, resource sharing and migrations.
- Participate in the wider Pennsylvania library and Evergreen user communities.

Desired knowledge, skills & background:

- A current driver's license and the willingness to travel for library visits and conferences is required.
- Master's degree in library and information science or a related discipline from an appropriately accredited institution and three years of professional librarian experience related to support or ILS management; or an equivalent combination of education and experience.
- Ability to establish and maintain effective verbal and written communication with management, peers, vendors and clients; experience preparing complex reports and documentation.
- Knowledge and understanding of issues, practices, policies, standards, and trends related to libraries.
- Experience with the Evergreen ILS, query languages, web development and/or bibliographic control.

This is a remote position, day and overnight travel for library visits and conferences is required. Salary will be determined based on qualifications, with a minimum of $52,000 annually. PaILS offers funding for professional development and a competitive benefits package including medical, dental and vision insurance; retirement contributions and paid time off. Please send your cover letter and resume (including contact information for three professional references) to pails@sparkpa.org by January 7, 2022. Applications will be reviewed on a rolling basis. Email kgm@sparkpa.org with any questions.

Support & Project Management Specialist

Support Desk Management

- Provides professional support and assistance to member libraries. Troubleshoots and resolves support issues in an efficient manner.
- Ensures that libraries are aware of system maintenance and changes, and communicates with the SPARK community about ongoing issues of general concern.
- Responds to telephone calls, email and requests for help tickets, bug reporting, or technical support and refers issues to the appropriate team member in a timely manner.
- Reports bugs to the larger Evergreen community and participates in development and testing of new code and bug patches of the Evergreen open source software.
- Acts as liaison between the libraries and vendors to resolve system performance issues.
- Serves as an expert resource and technical advisor to both PaILS staff and member libraries.
- Creates documentation for program policies and procedures, including software functionality and internal policies and procedures.
- Works with the PaILS team to administer union catalog of public library collections; including technical assistance, continuing education, and resource sharing.
- Evaluates programs and services regularly; identifies unmet needs.

Project Management

- Works with PaILS staff, clients and vendors to design and implement ILS related projects from requirements gathering to completion. Assesses outcome and impact of projects.
- Communicates with Directors and staff of member libraries to understand their needs, explain functionality and configurability of ILS software and ensure satisfaction with project outcomes.
- Researches and tests the functionality of the Integrated Library System (ILS) and works with colleagues and community members to understand and document the functionality of the ILS.
- Administers organizational settings, circulation / hold policies, and other system configurations.
- Monitors resource sharing activities and assists member libraries with inquiries related to resource sharing policies and procedures

Community Involvement

- Seeks resources/opportunities for staff training to enhance technical skills.
- Supports networks and task forces when necessary to facilitate the accomplishment of PaILS goals.
- Attends seminars, conferences, job-related training and other staff development programs.
- Participates in larger library and Evergreen community; presents at local, state, and national conferences and workshops.
- Maintains knowledge of current trends and developments in the field by reading appropriate books, journals, and other literature and attending related seminars and conferences; applies trends and technologies where appropriate.
- Monitors communications from outside sources as well as within SPARK/PaILS.
- Establishes and maintains relationships by participating in state and national committees.