IT Support/Application Developer II

FLSA Status: Exempt

Summary

Under the direct supervision of the IT Director IT Unit, the IT Support/Application Developer II performs more advanced scripting and support to the applications related to library services. Responsible for project coordination and project management for small to large sized projects. The position is part of the called the Peninsula Library System's IT Unit, called the Peninsula Library Automated Network (PLAN).

The IT Support/Application Developer II is the journeyman level position in the IT Support/Application Developer series. The IT Support/Application Developer II works under general supervision and performs higher level scripting and IT support duties to support libraries and PLAN.

Organizational Impact

- Member libraries require 24/7 access to functional online catalogs, email, automated handling systems and other applications.
- Responsive and excellent technical support is essential for member libraries.
- Network and security integrity are essential.

Essential Duties and Responsibilities:

- Advanced management and maintenance of libraries discovery layers and web OPAC.
- Layer seven design for but not limited to websites, logos, self-checks, print release stations
- Tableau Designer
- Technical lead for all RFID equipment, self-checks, and AMHs.
- Manages the organization's email and listservs.
- Jr. Level administration of ILS server application.
- Basic maintenance of PCs and servers.
- Develop tools to improve workflows
- Develop scripts to automate processes

Other Job Duties:

- Updates content on PLS website.
- Presents to, and trains library staff in new technologies.
- Runs weekly and monthly reports for libraries.
- Orders all PLS wide purchases such as but not limited to RFID tags and barcodes.
- Creates and maintains technical documentation.
- Project Coordinator on specific internal and library projects.
- Represents PLAN during Library Committee meetings when required.
- On-call 24x7 IT technician (on rotating basis).

This job description is not a complete list of potential duties. Employees will be required to follow any other instructions and to perform any other duties requested by their supervisor.

	Required	**Preferred**
Education	Bachelor's in computer science or equivalent experience	Tableau certificate(s) Scripting language certificate Microsoft Certification(s)
Experience	Troubleshooting PCs, (First level) server maintenance Helpdesk ticket resolution Experience coordinating and managing medium to large project projects	
Knowledge	Expertise in CMS, Layer Seven, HTML, PHP, CSS, SQL, MySQL, and Tableau English usage, spelling, and grammar (Basic) PC or server maintenance	(Basic) Python and Pearl Library integrated system software How to prioritize help desk and project management duties
Skills and Abilities	Excellent organizational, interpersonal, customer service and communication skills Communicate effectively with a wide variety of people, including coworkers, member library staff, and vendors Ability to remain calm and logical in pressure situations and to adapt to a fast-paced environment with changing needs	

REQUIRED QUALIFICATIONS

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying.

Work Environment and Physical Demands:

Normally seated, standing or walking at will; normal physical activity including some bending, pushing, pulling, and carrying, which may range up to 50 lbs., upon occasion. Keyboarding and working at a computer monitor for extended periods required. Phone usage, reading, speaking, and listening required. Work environment involves everyday risks or discomforts that require normal safety precautions typical of offices.