POSITION DESCRIPTION

We believe that each employee makes a significant contribution that should not be limited by the assigned responsibilities. Therefore, this position description is designed to outline primary duties, qualifications, and job scope, but not limit the employee nor the organization to just the work identified. It is our expectation that each employee will offer his or her services wherever and whenever necessary to ensure the success of the services we provide to our patrons.

HUMAN RESOURCES

Kanawha County Public Library

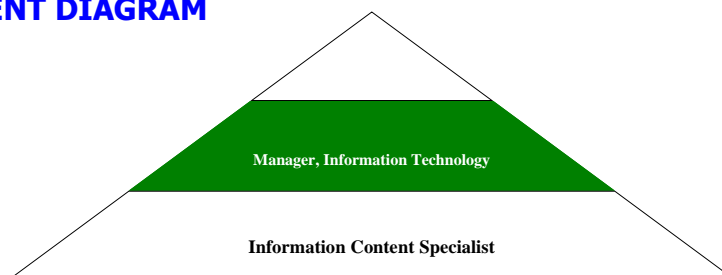|	
Job Title:	**Information Content Specialist**
Location:	System Responsibilities – Charleston Main
Reports To:	Information Technology Manager
Last Revision Date:	9/2021

PURPOSE

This position performs advanced level work with specialized software and mobile applications used by the library. Other duties include assisting the Marketing Department with the library web page, maintaining the staff Intranet, and daily help desk and troubleshooting responsibilities. This position reports directly to the Information Technology Manager, who reviews work through observation, analysis of completed work, and periodic conferences.

NATURE & SCOPE

Under general supervision, the Information Content Specialist effectively performs a wide variety of complex assignments in support of system-wide initiatives related to information technology.

ORGANIZATION PLACEMENT DIAGRAM

Manager, Information Technology

Information Content Specialist

QUALIFICATION GUIDELINES

Education	Experience
Essential	
Bachelor's degree in related field or equivalent experience	Minimum two (2) years' experience working in IT Demonstrated experience working with PC and Microsoft Office applications.
Preferred	
	Knowledge and understanding of software development tools

Ability to:

Maintain operating knowledge of related equipment and software.
Work cooperatively and effectively with staff, vendors, and agencies.
Communicate technical issues to non-technical staff in a clear and understandable fashion.
Manage multiple tasks throughout the workday.
Troubleshoot basic to moderate technology issues.
Provide proof of valid driver's license with acceptable driving record.

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HUMAN   RESOURCES

PRIMARY ACCOUNTABILITIES

Assists with new software installations.
Assists in the testing of new and existing technology.
Performs software upgrades and completes software installations. (may require evening/weekend work)
Participates in the development of web-based services, website, and intranet.
Works with mobile application vendor to develop an understanding of how the system works; performs troubleshooting; responds to assistance requests, and handles technical issues.
Manages mobile application content and updates content regularly.
Completes regular updates of the Library's website and staff Intranet.
Programs, updates, and maintains Advanced Programming Interfaces (APIs) used by the Library system.
Works in conjunction with appropriate staff to identify, structure, provide, and maintain training and communication initiatives necessary for implementing new technologies or further promote further use of existing technologies.
Remotely connects to employee workstations or servers to troubleshoot software related issues.
Communicates with employees via telephone and email to resolve issues.
Provides internal support for other employees requiring assistance. (may require evening/weekend work)
Carries out any other duties within the scope, spirit, and purpose of the job.

ESSENTIAL ABILITIES

Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to communicate well with the supervisor, community, vendors, employees, and general public.
Sufficient vision, with or without reasonable accommodation, which permits the employee to produce and review a wide variety of materials, written correspondence, reports, requests for proposals, specifications and related materials in both electronic and hard copy form.
Ability to regularly ascend or descend a series of stairs or several tiers of stairs frequently throughout the workday.
Ability to regularly lift, move or carry computer and other hardware equipment.
Ability to work a flexible schedule, to include after-hours with resulting return to duty.
Ability to travel to and from various locations.
Ability to maintain body equilibrium to prevent falling when walking, standing, or crouching.
Ability to effectively communicate in writing and orally on job progress, personnel management, and other overall assignments and responsibilities.
Ability to comprehend and sustain fundamental principles of library services, to include open access to library materials and privacy rights of patrons.
Ability to maintain regular and reliable level of attendance.
Ability to learn and carry out the primary accountabilities of the assigned position.

All positions at the KCPL require a criminal background check.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform primary accountabilities of this job. This job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.