



USC University of
Southern California

Library Technology Specialist Job Description

JOB INFORMATION

<i>Job Code:</i>	141027
<i>Job Title:</i>	Library Technology Specialist
<i>FLSA Status:</i>	Non-Exempt
<i>Supervisory:</i>	Leads one or more employees performing similar work.
<i>Job Family:</i>	Library Services
<i>Job Family Group:</i>	Libraries
<i>Management Level:</i>	7 Individual Contributor

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 QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>	
X		Related undergraduate study		And
X		Specialized/technical training		
	X	Bachelor's degree		

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>	
X		2 years		
	X	3 years		

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Experience in and comprehensive knowledge of library technology systems, including relevant library databases, systems and other multi-disciplinary resources.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Excellent communication skills, both verbal and written.
X		Ability to communicate technical information to library patrons in a user-friendly manner.
X		Customer service experience.
	X	Proficient in Macintosh and PC platforms including applications such as word processing, spreadsheets, browsers, search engines, and basic Web authoring.
	X	Thorough knowledge of computing and libraries in a university environment.
	X	Extensive experience in navigating the web in a university environment.
	X	Ability to develop in-depth understanding of electronic resources.
	X	Strong commitment to customer service.
	X	Background in a relevant subject-based discipline; experience with computer hardware and networks; experience in library operations, including scheduling and training.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
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.				

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	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		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	efforts, and mobilize other staff members if needed.		and USC's policy at: https://policy.usc.edu/mandated-reporters/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/			No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.