BOARD OF REGENTS

LOUIS: The Louisiana Library Network
Library Technology Specialist (Part-Time)

The LOUIS: The Louisiana Library Network is located within the Board of Regents. LOUIS is a consortium of 47 public and private college and university libraries in the state of Louisiana. This partnership was formed in 1992 by the library deans and directors at these institutions, in order to create a cost-effective collaboration among the institutions for the procurement of library technology and resources. The individual appointed to this position will report to the Library Services Platform Administrator.

Responsibilities include:
- Handle user support tickets by providing technical and software support for upgrades and incidents related to the integrated library, discovery, and interlibrary loan systems
- Responsible for participating in all aspects of support, specifically dealing with web-based and client software, incidents, specific modules, programming, and integration with the discovery layer and ancillary products used by statewide customers
- Establish, maintain, and increase client satisfaction through professional and courteous service
- Document, track, and monitor problems to ensure a timely resolution using LOUIS support tools and effective communication with sites and the LOUIS team
- Maintain the support portal and other support mechanisms with up-to-date information.
- Understand how and when to redirect problems that require more detailed or onsite solutions
- Recognize persistent problems and bring to the attention of the Library Services Platform Administrator
- Complete assigned tasks related to the maintenance and customization of the Library Services Platform

Minimum Qualifications:
- Baccalaureate degree with a minimum of one year of library experience
- Experience providing support of and/or access to library resources
- Advanced knowledge of Microsoft Office Suite
- Ability to work in many library systems such as EZProxy, Open URL link resolvers, and integrated library systems
- Demonstrated experience diagnosing and resolving technical issues in a timely manner
- Valid Louisiana driver's license and ability to travel
- Fluency in English, written and verbal

Preferred Qualifications:
- ALA accredited Master's degree candidate
- Experience in web development with HTML, CSS, and Javascript
- Experience supporting or using the SirsiDynix Symphony ILS and EBSCO Discovery Service
- Support of technology needs of multiple diverse clients using helpdesk software

Continuous review of applications will begin on February 11th, 2019. Interested applicants should send a cover letter and resume to Bor.jobs@la.gov.