

Job Description/Title: Instructional Technology Specialist → Library Systems Technology Coordinator
Approved, Bargaining Unit President: 3/14/08
Approved, MPC Associate Dean, Human Resources: 2/28/2008
Board Approved: 6/24/08

MONTEREY PENINSULA COLLEGE

LIBRARY SYSTEMS TECHNOLOGY COORDINATOR

JOB SUMMARY

Under general direction, responsible for the operation and coordination of maintenance of computer labs, staff computers, smart classrooms, peripherals, and other instructional equipment. Responsible for the design, operation and maintenance of specialized library systems, electronic resources, websites and Library & Technology Center building systems. Assist faculty and students with integration of technology into instruction. Receive limited supervision within a broad framework of standard District policies and procedures.

EXAMPLES OF FUNCTIONS

Essential Functions

Administer the Library's integrated library system, (Voyager), including the Circulation, Cataloging, Acquisitions modules, and the Online Public Access Catalog; lead in the design modifications of the integrated library system and the design and development of other networks and systems necessary for Library operations; analyze and modify the systems for maximum productivity while maintaining security of the data.

Collaborate with representatives of other colleges regarding use and customization of specialized library systems, software, and hardware; interface with technical departments of vendors in modifying their products to conform to MPC library needs.

Maintain and modify all the Library's licensed web-access electronic databases, including account configuration and user interfaces; research and make recommendations as to design changes for improved usability.

Monitor and analyze usage of all electronic web-based databases, Library web sites, Library proxy server, file servers, print server, software applications, integrated library systems, and computer usage; extract and compile a wide range of statistical data related to software, hardware and building usage on a monthly basis; create and provide other customized reports as requested.

Assist in the design and development of the Library's main website and Library Services class websites.

Monitor and maintain the Library's websites for currency, functionality, consistency, and presentation; create online forms and documents as necessary.

Develop and maintain graphical user interface for students; integrate web sites, software and faculty-developed course materials.

Develop, implement and maintain student network used in assigned lab (e.g., install server software, set user rights and privileges, install user applications/modules, write logon scripts, install upgrades and patches, perform backups and perform appropriate non-warranty hardware repairs) including a strategy for appropriate system security.

Coordinate the work of the Instructional Technology Specialists assigned to the Library; supervise the student workers assigned to the lab area.

Install, maintain, upgrade and troubleshoot software (for both server and clients) used for: the pay-for-print system in all student labs throughout the Library & Technology Center; office scheduling by the Library and the College Facilities Office to book library use rooms and all public rooms in the Library & Technology Center; and programming of lights throughout the Library & Technology Center, modifying the programming as requested by the Facilities Department.

Suggest policy changes regarding use of technology by students and faculty, and use of the building.

Setup and maintain the tape backup system for all the departments' servers in the Library & Technology Center.

Setup and maintain the Jamex card reader systems used on all student copiers throughout the Library & Technology Center.

Install, maintain, upgrade and troubleshoot the software used to interface with the Library & Technology Center building Security System; develop procedures and documentation for the use of the Library & Technology Center building Security System as special needs arise; monitor performance of Library & Technology Center Security systems; request service as necessary.

Create new and remove old user accounts in the security system; distribute keys to faculty and staff as directed by the appropriate program directors; provide individual and group training on the proper use of the various lock types and building security procedures as needed; maintain a current Keying Map of the Library & Technology Center showing which locks are used in each door; maintain and program door keypads making changes as requested by the Directors of the various programs.

Maintain and update a database of the Library's hardware inventory and repair history. Create and maintain a physical library comprised of all media and documentation of all application software, operating systems, custom scripts, custom Library applications and commercial applications used in the Library by students and staff and those used to monitor and maintain Library & Technology Center systems.

Maintain currency in knowledge regarding technology developments as they relate to the assignment.

Collaborate with campus Information Systems staff in selection of technology hardware and software; networking, security strategy, computer set-up, desktop design and related technology issues.

Write memos and reports.

Assist with writing system configuration diagrams as needed; assist Network Engineers in maintaining network stability in assigned area.

Receive, respond, prioritize, and follow through on faculty and staff requests / inquiries related to the use, modification, and /or enhancement of hardware and/or software.

Provide specialized training for all technology staff assigned to the Library.

Provide orientation regarding the installed technical tools for new faculty and/ or adjunct faculty, and staff members and students in the assigned lab; serve as an instructional technology resource for faculty, staff

and students as it pertains to the specific area of instruction. Conduct in-service training programs for faculty and staff including workshops and demonstrations.

Create multimedia productions, if directed to do so, based on instructor content ; provide content and create tutorials for using equipment and software; provide access to instruction through network/Internet technology, general Internet use, distance education, access to electronic information.

Build, install, maintain and prepare desktop computers for use, including the installation of operating systems, software applications, and basic software tools; test systems to insure functionality in the technical environment; troubleshoot and maintain software and hardware as needed; assist faculty and staff in troubleshooting less technical problems.

Develop an understanding of the subject matter being taught as it pertains to the technology being used in the Library, including labs and the Smart Classrooms; respond to student questions.

Operate and maintain a variety of computer and audio/visual equipment, including computers, scanners, and others.

Assist faculty in: developing instructional materials for workshops and curriculum projects for use in the classroom; integrating technology into the curriculum; selection/implementation of new technology; software and hardware.

Other Duties

Perform other related duties as assigned.

Participate on committees as required.

EMPLOYMENT STANDARDS

Education and Experience

Any combination of education, experience and training that would indicate possession of the required knowledge, skills and abilities listed herein. For example, completion of college level coursework equivalent to a certificate in computer science skills, or related field; and three years of recent experience troubleshooting and repairing PCs in a network-training environment; a college degree in computer science, business administration or related field is preferred.

Knowledge

Knowledge of: Windows Network and current Windows Server operating systems; the Exlibris Voyager Integrated Library System or equivalent; relational databases; - web application/ web authoring software; E-mail applications; network hardware and peripherals (scanners, printers, etc.); personal computer languages within the College; personal computer hardware and operating systems; current office methods and practices and troubleshooting techniques.

Abilities

Ability to: analyze problems and implement or recommend solutions as appropriate; prioritize tasks and do several tasks simultaneously; train staff; accurately and efficiently install new software as required; write software documentation as needed; listen effectively; display expert and innovative use of hardware and software concepts and principles; quickly learn and adapt to new software applications; quickly learn and be able to provide assistance in new technologies and software as needed to fulfill requirements of the job; apply specialized computer knowledge to instructional delivery systems; analyze system behavior and correctly and quickly interpret and resolve complex computer problems; analyze, implement and maintain advanced network architectures; write reports and memos as needed; use appropriate and correct

English grammar, punctuation and spelling; communicate effectively in both oral and written form, establish and maintain effective working relationships; demonstrate an understanding of, sensitivity to and appreciation for the academic, ethnic, socio-economic, disability and gender diversity of students and staff attending or working on a community college campus.

PHYSICAL EFFORT/WORK ENVIRONMENT

Primarily an indoor working environment. Moderate physical effort. May require stooping, bending, kneeling, periodic handling of medium weight objects up to 35 pounds, crawling and walking. Requires dexterity to wire computers and peripherals and make minor repairs to computer equipment.