

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Database and Software Service Specialist**

Dept.: **Information Technology Services Operations**

Code Number: **10756**

Reports to: **ITS Operations Manager**

Grade Number: **17, Represented**

Effective Date: **January 2010**

FLSA Status: **Exempt**

General Position Summary:

Provide friendly and customer-oriented database and related software application service and support to KCLS library staff and to ITS staff. Monitor and support the Integrated Library System (ILS) databases and other SQL-based applications to ensure productive use of online services and systems by staff and patrons. Create customized reports and statistics using a variety of systems and tools. Provide technical backup for the Network and System Administrator and serve KCLS staff customers via the help desk.

Essential Duties/Major Responsibilities:

Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.

1. Provide friendly and customer-oriented database technical service to libraries and to ITS staff.
2. Analyze and adjust database capacity and performance; perform proactive maintenance, tuning and configuration management for database application infrastructure including ILS, JDE and Web Services' databases.
3. Monitor and support KCLS central systems at the database level including ILS, Oracle, and Web Services database support.
4. Create and provide consultation for reports and statistics using contemporary tools that integrate and cross-reference various KCLS systems and applications.
5. Create and/or apply custom programming to interface effectively with KCLS core database systems and enhance application service to libraries.
6. Test database system upgrades and enhancements for effectiveness. Troubleshoot system problems.
7. Provide specialized technical and application support for staff throughout KCLS.
8. Document and communicate new database features and services to KCLS staff.
9. Provide knowledgeable and effective customer service on a wide spectrum of KCLS database systems.
10. Perform system implementations involving various operating and SQL-related systems and servers.

11. Act as a liaison between ITS and vendors in resolving problems or establishing procedures.
12. Various other services as assigned.

Secondary Duties:

1. Assist other ITS staff with implementation of database related projects.
2. Other related duties as assigned.

Communication:

Contacts are normally made with other KCLS employees. Communication is regularly initiated by the incumbent, occasionally at the supervisor's request. Frequently contacts are initiated by a third party within KCLS. The position has a requirement to interact frequently with customers within KCLS. Communications often contain discussion about confidential/sensitive matters.

Initiative:

The position requires creativity and an independent problem solving drive. Extensive design of new services or concepts is included in the position and the job involves a high degree of complexity. The incumbent receives moderate supervision. The position experiences constantly changing work situations and decisions require extensive independent critical judgment.

Accountability:

The position experiences regular interruptions and considerable flexibility is required. The incumbent's work is generally unmonitored by the supervisor and the incumbent is responsible for design, delivery, and quality control of solutions. Refined economic planning and goal-setting skills are required and the position plans as part of a group activity. Some strategic planning is required at the facility/department level. An error or delay in the incumbent's work could result in inability of systems to effectively function, cooperate, and maintain data integrity. Errors can result in significant interruptions to system-wide service. Records maintained by the position include databases, programming code, file structures, maintenance records, and vendor communications.

Leadership:

The position does not include mentoring responsibility and is responsible for role modeling and promoting organizational values across KCLS.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

A typical way of obtaining the knowledge, skills, and abilities outlined below is through graduation from an accredited four-year college or university with a degree or major coursework

in computer science, information technology, or a related field; minimum two years experience in SQL and relational database work; experience with technical customer service in computer systems is preferred; server administration experience with Unix, Linux and/or Microsoft operating systems is preferred; experience in application programming, in report and statistical creation, and experience with database support of large web service applications, or an equivalent combination of training and experience.

Necessary Knowledge, Ability and Skills:

- Extensive knowledge of SQL databases.
- Extensive knowledge of operating systems such as Microsoft, Unix, Linux and web-related systems and servers.
- Extensive knowledge of multi-user systems environments.
- Thorough knowledge of web related programming languages.
- Thorough knowledge of system interfaces and contemporary report and statistical creation models and applications.
- Considerable knowledge of integrated library system functions.
- Considerable knowledge of effective customer service processes and protocols.
- Working knowledge of materials, services and other aspects of a library system as they apply to computer and networking systems.

Ability to:

- Manipulate data in large databases safely and effectively.
- Use SQL to create reports and tools for statistical tracking.
- Troubleshoot technical problems i.e., determine the nature of a computer related problem and find a solution.
- Communicate with patrons and library staff in an effective and friendly manner.
- Interact co-operatively and productively with other KCLS information technology staff, and departments.
- Understand and solve computer system related problems over the phone in circumstances where the customer frequently does not understand the nature of the problem.
- Manage and perform system implementations within a networked operation for enterprise wide applications.
- Manage time to maximize productivity.
- Learn new skills quickly and adapt to frequent changes in programs/procedures/systems.
- Develop and maintain positive relationships with KCLS staff.
- Read, write and understand the English language.

Skill in:

- Computer systems, networking, and databases.
- System and application implementation and maintenance.
- Reading, speaking and understanding the English language.

- Customer service techniques, methods and systems.
- Assessing situations/problems and logically finding solutions.
- Listening to, understanding and interpreting information received from employees.

SPECIAL REQUIREMENTS

Valid Washington driver's license.

PHYSICAL DEMANDS

The position required continuous sitting, handling, hearing, keyboarding, talking, and repetitive motions of hands/wrists. Pushing and pulling up to 50 pounds and lifting and carrying up to 25 pounds are required. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

Work is performed in a normal office environment. Constant sitting, on-call status and extensive PC monitor work is required.

Advancement Possibilities: ITS Operations Manager

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between KCLS and the employee, and is subject to change as the needs of KCLS and the requirements of the job change.

Approval: _____
Director of HR

Final: 5-05
Revised: 11-27-2009