Canton Public Library Job Posting
September 19, 2019

Job Title: Web Resource Specialist
Starting Wage: $19.50 – $22.50 per hour
Scheduled Hours: Twenty four (24) hours per week
Benefits: Prorated: Vacation time, sick time and holidays

Apply to: Marian Nicholson, Department Head – Business Services
Email: nicholsonm@cantonpl.org

Application Deadline: 6:00 pm on Sunday, October 13, 2019
Only complete application packets (which include a current CPL application form, resume and cover letter) received or postmarked by 6:00 pm on Sunday, October 13, 2019 will be considered. Incomplete application packets will not be reviewed.

POSITION SUMMARY
Under the management of the Information Technology Department Head, the Information Technology Web Resources Specialist creates, alters, and improves online services, functionality, and content that is noticeable to and used by a significant part of the organization and large numbers of library patrons. Working in conjunction with other departments, the Web Resources Specialist identifies and customizes appropriate Content Management System (CMS) modules and digital content to convey messaging about library programs and services. This position is classified as a regular part-time position and is non-exempt from overtime under FLSA guidelines. The nature of the work requires daytime, evening, and weekend hours.

PRIMARY DUTIES AND RESPONSIBILITIES
• Provides support for the library’s website system, Content Management System (CMS) modules and the catalog search portion of Innovative’s Sierra Library Management System (LMS).
  o Coordinates and executes updates, upgrades, enhancements, and associated testing.
  o Evaluates potential solutions for technical issues and recommends appropriate course of action.
  o Troubleshoots system failures and network connectivity issues. Provides input into any corresponding IT incident or problem report.
  o Recommends and implements changes to the library’s online infrastructure and content presentation layers.
  o Researches and suggests new online features and services.
  o Alters and improves online content as appropriate.
  o Selects and customizes required content management components for the posting of digital content.
  o Creates and maintains website documentation, statistical data, operation logs, and training materials.
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SHARED RESPONSIBILITIES

- Participates in the library’s efforts related to social networks, SharePoint Intranet, and other eResources such as the interfaces for subscription based third-party provided online databases.
- Responds to IT problem reports, providing second-tier support for staff and patron use of technology.
  - Assists with use of software, hardware, and peripherals by identifying basic problems and guiding users through corrective steps.
- Assists in the management of digital resources (such as graphics, photography, audio and video materials).
- Provides PC setup, imaging, and installation.
- Participates in the inventorying of computing related assets.
- Assists in staff training initiatives and helps to improve the technology capability of library staff by automating or documenting routine computing tasks.
- Participates in promoting IT security awareness, and disaster recovery testing.

GENERAL RESPONSIBILITIES

- Stays informed of library news and events via review of all forms of library communication: website, email, SharePoint, library newsletter and blog. Contribute content as appropriate.
- Participates in staff training, work groups, blogging, and accepts other occasional special assignments or duties in support of the library’s goals and objectives.
- Serves on committees and participates in initiatives as assigned, both within the library and with outside entities, partners, or associations.
- Enforces library policies using a polite and professional approach.

REQUIRED QUALIFICATIONS AND SKILLS

- Associate’s degree in computer science, web content management, a related field, or equivalent experience and certification including the skills a person would have typically acquired from pursuing such a degree.
- Two years of experience with web content development tools involved in website architecture, design and maintenance for a Linux/Apache Web server environment, including:
  - Content Management Systems (especially Drupal)
  - HTML, CSS and JavaScript
  - PHP and MySQL
- Basic knowledge, understanding and use of social media tools such as Facebook, Twitter, Instagram and YouTube.
- Ability to organize, analyze, interpret and exchange complex technical information.
- Proven research, analytical, and problem solving skills to resolve technical issues.
- Ability to work creatively, collaboratively and effectively with staff.
- Ability to plan projects and conduct meetings.
- Excellent interpersonal, communication and presentation skills.
- Ability to work independently and escalate issues when warranted.
- Strong commitment to quality user services and adherence to technical standards.

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- Consistent display of public service attitude that reflects the library’s values.
- Ability to work with patrons of varied backgrounds, ages, and abilities.
- Remains informed of trends in information technology through continuous learning activities.
- Punctuality and dependability.

PREFERRED QUALIFICATIONS
- Bachelor’s degree in computer science, web content management, a related field, or equivalent experience and certification including the skills a person would have typically acquired from pursuing such a degree.
- Familiarity with MARC records, library automation systems (especially Innovative’s Sierra) and fielded data.
- Demonstrated experience with database management and reporting.
- An understanding of library operations.
- Working knowledge of the following:
  - Implementing new/emerging Web technologies in support of library services and collections
  - Electronic resources management
  - Graphical and multimedia software tools, such as Photoshop, Camtasia, and Final Cut
  - Microsoft SharePoint
  - Google Analytics
  - An Ecommerce website

ESSENTIAL FUNCTIONS
- Sufficient clarity of speech and hearing which permits the employee to communicate in writing and verbally.
- Sufficient vision, which permits the employee to produce and review a wide variety of materials in both electronic and hard copy format.
- Ability to work effectively under stressful conditions in a fast-paced environment.
- Ability to sit, stand and walk for long periods, and the ability to bend, reach, stoop or crouch.
- Ability to lift and carry equipment up to 50 lbs.

*Canton Public Library is an equal opportunity employer and values diversity. All employment is decided on the basis of qualifications, merit and business need. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. This job description is not a contract between the library and the employee, nor an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas. The library reserves the right to revise this job description at its discretion.*