Title: **Database and Software Service Specialist**
Dept.: **Information Technology Services Operations**   Job Number: **10756**
Reports to: **Business Applications Manager**   Grade Number: **17, Represented**
Effective Date: **Revised January 2021**   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.

Core Competencies:

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.

SPECIAL REQUIREMENTS

Valid Washington driver's license.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is constantly using hands in conjunction with frequent finger use and keyboarding, this computer work may be repetitive up to occasionally. Constantly sits and will seldom stand or walk. Will frequently reach up to chest level with hands and arms to work at a desk. The employee will occasionally lift to 10 pounds and seldom up to 35 pounds and seldom push/pull carts using light force.

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