

**KING COUNTY LIBRARY SYSTEM**  
**Job Description**

Title: **Digital Application Programmer**

Dept.: **Virtual Library Services**

Reports to: **Manager, Virtual Library Services**

Effective Date: **Revised December 2018**

Code Number: **20711**

Grade Number: **17, Represented**

FLSA Status: **Exempt**

General Position Summary:

Provide user-friendly customer-oriented public-facing and staff-facing online solutions to KCLS staff. Monitor and support KCLS online and digital services to ensure productive use of online services and systems by staff and patrons. Create customized applications using a variety of systems and tools which requires the incumbent to perform as subject matter expert for KCLS regarding digital applications integration of online programs. Provide technical support for the department and serve KCLS staff and customers using online, in-person and telecommunication methods.

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. Write programs, code and script new and unique applications in appropriate languages, including analyzing new and existing applications for errors, testing and debugging applications. Script web pages using current and required versions of HTML and other scripting and authoring web languages as required. Integrate multimedia and database applications on site. Use Perl, ASP, AJAX, others as appropriate.
2. Perform a variety of technical tasks related to the delivery of patron and staff interfacing online services and staff interfacing online services, including use of specialized software. Perform system implementations involving various systems, software and servers.
3. Review software and vendor documentation to ensure feature functionality requirements are delivered. Ensure new integrations meet all requirements and specifications. Test system upgrades and enhancements for effectiveness. Troubleshoot system problems.
4. Collaborate with wide range of organizational partners for effective development and management of new Intranet services or features. Provide knowledgeable and effective customer service and subject matter expert support on a wide spectrum of KCLS systems including but not limited to Intranet, Internet, Office 365, ILS systems, third party hosted services, social media and mobile applications.
5. Document and communicate new software features and services to KCLS staff.
6. Assist with usability testing and test services and sites for ADA compliance. Act as a liaison between Public Services and vendors in resolving problems or establishing procedures.
7. Continuously acquire knowledge and fluency on a multitude of software applications and programs including but not limited to JavaScript, CSS, SharePoint Designer, Visual Studio, PowerShell, Dream Weaver, Office 365, HTML, XML, on a continual basis.

8. Assist staff with implementation of related projects. Initiate and guide vendor work.
9. Provide informal presentations or instructional classes with end-user groups.

Secondary Duties:

1. Assist other Public Services staff with implementation of VLS projects
2. Serve as a member of various employee committees as required.
3. Other related duties as assigned.

Core Competencies:

**Customer Focus**

Primarily focused on customer needs, able to deliver high quality, value added services. Constantly strives to find new ways to increase customer satisfaction and understanding, foster equitable services, and forge meaningful connections.

**Valuing Diversity**

Manages relationships with all kinds and classes of people inclusively and equitably; respects, values, and encourages the unique dimension each employee adds to the organization and each member of the community brings to the whole. Seeks opportunities to learn from differences.

**Ethics, Values, and Judgment**

Exercises best judgment, trustworthiness, and professional standards of conduct; consistently demonstrates organizational values, moral principles, and accountability in behavior, character and action. Defends intellectual freedom and patron confidentiality.

**Professional & Technical Knowledge**

Demonstrates proficiency in professional and technical skills/ and or knowledge in position-related areas; purposely keeps up with current developments and trends in areas of expertise, in order to foster personal success and connections for others.

**Communicates Effectively**

Conveys ideas/information in a way that is clear, engaging, and suitable to the audience. Main point of their message is apparent. Listens more than they speak, responds appropriately. Seeks influence.

**Organizing and Planning**

Establishes courses of action for self, can influence others to ensure that work is efficient, appropriately sensitive to real restraints on time and resources. Willing to take a risk.

**Teamwork/Collaborating**

Works cooperatively and productively with others to achieve goals and deliverables. Is aware of, utilizes and celebrate their own and team member's strengths and differences.

### **Accountability**

Holds self, direct reports, and others accountable for achieving intended outcomes; follows up and monitors progress to ensure that things stay on track; models organizational values and norms.

### **DESIRED MINIMUM QUALIFICATIONS**

#### Education and Experience:

A typical way of obtaining the knowledge, skills and abilities for this position is through:

- A four year degree from an accredited college in a related field preferably with computer, database or technical emphasis.
- Two years of experience designing SharePoint solutions and web programming languages such as Cold Fusion, AJAX, Perl, ASP.
- Or, any equivalent combination of education, experience and training that demonstrates the ability to successfully perform the essential duties and responsibilities of the position.
- Experience with technical customer service with computer systems and support of large web service applications preferred.
- Knowledge of development methodology, documentation and/or systems analysis skills preferred.
- Knowledge of library terms, environments and OPACs preferred.

### **SPECIAL REQUIREMENTS**

Valid Washington State driver license.

### **PHYSICAL DEMANDS**

While performing the duties of this job, the employee is constantly using fingers in conjunction with keyboarding and frequent grasping, this computer work may be repetitive up to frequently. Constantly sits and will occasionally stand, with seldom walking. Will frequently reach up to chest level with hands and arms. Neck rotation may be up to frequent to use multiple monitors. The employee will seldom lift to 35 pounds and seldom push/pull wheeled equipment 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. Incumbents may be subject to various shifts and/or weekend work as required or routine call-back.

#### Advancement Possibilities:

Depending on education, training, and experience.

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