



## Salt Lake County Job Description

### Application Support Manager

**DEPARTMENT:** Library Services

**DIVISION:** Library/2150

**JOB CODE:** 121 **GRADE:** 16

**FLSA STATUS:** Exempt

**SALARY PLAN:** TRD

**EFFECTIVE DATE:** 01/16/2017

**SAFETY SENSITIVE:** No

#### **JOB SUMMARY**

Manages, plans, installs, configures and maintains software applications for the division.

#### **MINIMUM QUALIFICATIONS**

Bachelor's degree in Computer Science, Information Services, or another related field and four (4) years of related experience; of which one (1) year must have been supervisory; OR an equivalent combination of related education and experience. Education may not be substituted for the required supervisory experience.

A Master of Library Science degree from an ALA accredited university is preferred.

Experience with library software administration is preferred.

#### **ESSENTIAL FUNCTIONS**

*The following duties and responsibilities are intended to be representative of the work performed by the incumbent(s) in this position and are not all-inclusive. The omission of specific duties and responsibilities will not preclude it from the position.*

*Applicants must be prepared to demonstrate the ability to perform the essential functions of the job with or without a reasonable accommodation.*

- Oversees and administers library's ILS and other applications as assigned
- Plans, setup and configures all applications, modules and associated sub-systems; plans and executes all daily operations and regular maintenance of the applications
- Supervises staff which included hiring, promoting, orienting, training, assigning and reviewing work performance, annual work performance appraisal, and discipline.
- Provides support to internal teams, management, and vendors in identifying application needs and system requirements.
- Resolves complex issues with the library's core applications; this may include troubleshooting, collaboration with internal teams and project management
- Oversees integration and operation of application interfaces associated with the Integrated Library System for such services as self-checkout, automated sorting systems, online payments, PC management, online room reservations, and others.
- Develops documentation and procedures for support and/or training of new applications and technology products as required.
- Helps develop the annual technology budget, participates in the writing and evaluation of RFP and bids as directed
- Plans, designs, and participates in the implementation of complex IT systems.

- Collaborates with Web and IS team members to solve complex procedural, operational and technical problems.
- Articulates technical information and provides it to management and internal teams.
- Assists in continuity and disaster mitigation planning
- Researches and develops standards, proposals, and processes to prompt efficient use and increase productivity of applications in use by the library.
- Manages the Library's PCI Compliance process, maintains applicable documentation and works with other county departments as necessary to ensure is accurately reported.
- Manages and maintains the integrity of the library's circulation records in compliance with the County's GRAMA policies.

## **KNOWLEDGE, SKILLS AND ABILITIES (KSA)**

### **Knowledge of:**

- Library and information technology management trends, techniques and best practices
- General business hardware and software systems, database, data management, information applications, reports and functions
- Business processes, improvements, and methods using technological applications and solutions
- Library and industry specific software and hardware systems
- Payment systems and POS; batch processing and balancing procedures
- Effective report writing methods and techniques

### **Skills and Abilities to:**

- Analyze, comprehend, and resolve complex technical problems related to the assigned applications, connected systems, interfaces, and client software components
- Perform analytical, organizational, and time management skills
- Collaborate effectively with technical staff responsible for networking, servers, databases and front-line support
- Interface effectively with vendors providing escalated technical service/support
- Convey technical information in terms that are understandable to non-technical audiences
- Analyze problems and make sound judgments based on technical data, best practices and circumstances
- Communicate effectively both verbally and in writing
- Manage implementation projects for new software applications and technologies as assigned
- Display excellent interpersonal skills
- Prepare and analyze statistical reports
- Effectively educate and train others

## **WORKING CONDITIONS AND PHYSICAL REQUIREMENTS**

**IMPORTANT INFORMATION REGARDING THIS POSITION**

May be required to occasionally work outside of normal business hours to support these applications.

Revised Date/Consultant's Initials: 02/20/2018 MP