

Northeast Kansas Library System

Title:	Next Support Specialist
FLSA Status:	Non-exempt Salaried

Position Summary

Under the supervision of the System Director, the Next Support Specialist supports the operation and development of the Next shared consortia catalog of 42 public libraries, 1 school district and 1 community college that runs on the Koha open source ILS. This position will develop and provide training on the Next Catalog to staff of participating libraries.

Qualifications

- Bachelor's degree from an accredited university
- Experience with integrated library automation systems required; preference given to experience with open source systems
- Knowledge of cataloging best practices, database management (MySQL), and web languages (HTML, CSS, JQuery)
- Familiarity with software testing best practices
- Familiarity with technical and resource sharing issues
- Ability to prioritize and manage multiple tasks and ongoing activities simultaneously
- Exceptional written and oral communication skills
- Ability to work effectively with co-workers, member libraries, and support vendor staff
- Experience in planning and conducting workshops and training
- Ability to operate a vehicle and hold a valid personal driver's license

Essential Functions

- Assist the Next Catalog Coordinator in providing support and coordination of the Next ILS and consortia
- Maintain data quality of Next database and cataloging records
- Coordinate with participating libraries and ILS support vendor regarding system features and bugs, migrations, upgrades, and software developments
- Provide Next training to participating libraries, including in-person and virtual sessions as well as training content for the NEKLS Learning Management System
- Participate in the international Koha community

Marginal Functions

- Perform other duties as deemed necessary or assigned

The specific statements shown in each section of this description are not intended to be all inclusive, but represent typical elements and criteria considered necessary to successfully perform the job.

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Additional Requirements

Technical Skills: The Next Support Specialist must be comfortable using multiple online services and digital platforms for collaboration and communication including but not limited to Google Apps, Slack, and Mattermost; online meeting software such as Zoom; and support ticketing systems such as Request Tracker and osTicket. The Next Support Specialist must also be comfortable using ILS software, MARC, MySQL, HTML, CSS, and JQuery languages, as well as software testing protocols.

Decision Making: The Next Support Specialist makes decisions about performing daily duties in the most efficient manner, including balancing needs of consortia with local library needs. Policy and budget decisions must be made in communication with the Next Catalog Coordinator and subject to the approval of the Director.

Personal Relations: The Next Support Specialist will be in daily contact with the public, co-workers, member librarians, and the ILS support vendor. At times, highly technical situations will need to be translated into layman's terms so librarians understand certain situations.

Travel: Frequent travel to participating libraries; occasional travel to workshops and conferences. The ability to operate vehicle, and hold a valid personal driver's license is required.

Essential Physical Functions: The physical demands to perform this job are the ability to talk and hear, use hands to finger, handle, feel or operate objects or controls, sit, stoop, kneel, crouch, and lift and/or move up to 50 pounds. Hand-eye coordination is necessary to operate computers and office equipment. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to focus. Much of this position's work takes place in front of a computer.

Selection Guidelines

Cover letter and resume, written application, and oral interview. All offers of employment are contingent upon satisfactory results of a thorough background check, reference check, and job related tests.

Employee Certification

I hereby understand and acknowledge that any employment relationship with the Northeast Kansas Library System is "at will", which means that the employee may resign at any time and that the Northeast Kansas Library System may discharge the employee at any time, with or without cause. It is further understood that this "at will" employment relationship may not be changed at any time.

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The above job description is not an employment agreement between the employee and employer. Changes will be made by the employer as the needs and requirements of the job change.

I have read this job description and am qualified for the position it describes. I hereby certify my ability to perform all essential functions of the position, with or without reasonable accomodation, as stated in this position description.

Name

Date

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March 2025