

## IT Support/Application Developer I for Peninsula Library System, Peninsula Library Automated Network (PLAN) Department

Peninsula Library System (PLS) is a consortium of 35 public and community college libraries located in San Mateo County, including San Mateo County Library and the seven independent libraries: Burlingame, Daly City, Menlo Park, Redwood City, San Bruno, San Mateo, and South San Francisco, as well as the three community college libraries in the San Mateo County Community College District. PLS libraries work together to provide innovative and cost-effective service to their users (more can be found at [www.plsinfo.org](http://www.plsinfo.org)). Founded in 1971, the system is funded primarily by member libraries. PLS also receives support from the state California Library Services Act funds, federal Library Services and Technology Act and local contracts for special services. Thanks to PLS leadership and the cooperation of its members, residents of San Mateo County can borrow and return books at any local member library.

PLS shares an IT Department, the Peninsula Library Automated Network (PLAN), which is located at the main offices in San Mateo, California. The servers are located off-site, and the PLAN staff work at both locations, as well as spending time at the member library sites. PLAN staff consists of an IT Director and 4.5 staff. PLAN supports the wide area network and system infrastructure which includes wireless access points in libraries, as well as the shared integrated library system (ILS) and online catalog for materials. PLAN also support much of the hardware used for libraries, including but not limited to the procurement, installation and maintenance of self-checkout machines, security gates, automated material handling systems (AMH), and radio frequency ID (RFID) for materials.

In addition to IT support, PLAN also provides system wide purchasing, project management and research for new technologies for all member libraries.

### Position Description

Reporting to the IT Director, the IT Support/Application Developer I is the first level in the IT Support/Application Developer I This position will be lead tech for but not limited to, self-checkout systems, RFID software and hardware, automated material handling systems (AMH), the public-facing online discovery layer to the shared catalog, and the Peninsula Library System website. This position is also responsible for project coordination and management for small projects, both internal and for libraries. The IT Support/Application Developer I will be on-call 24x7 during one week every five weeks, in rotation with other PLAN staff.

### **Key or Typical Tasks and Responsibilities but not limited to:**

- Basic management of all Discovery Layers and Web Opac for the online libraries
- Update content on PLS website
- Technical lead for all RFID equipment: Self-checks and AMHs
- Responsible for maintaining server level email accounts and list-servs
- Project Coordinator on specific internal and library projects
- Present and train library staff in new technologies
- Run weekly and monthly reports for libraries
- Order PLS wide purchases such as but not limited to RFID tags and barcodes
- Jr. Level administration of integrated library system server application
- Create and maintain technical documentation
- Represent PLAN during Library Committee meetings when required
- Basic PC or server maintenance desirable

Qualifications:

**Required Skills:**

- Basic PC or server maintenance
- Basic knowledge of HTML, PHP, and CSS
- Basic understanding of SQL, MySQL
- Experience coordinating projects
- Excellent organizational, interpersonal, customer service and communication skills.
- Communicate effectively in person, over the telephone, electronically, and in writing with a wide variety of people, including coworkers, member library staff, and vendors
- Ability to adapt to a fast paced environment with changing needs.
- English usage, spelling, grammar, and punctuation.

**Desired Skills:**

- Basic knowledge of Python and Pearl
- Familiarity with library integrated library system software desirable.

**Education and Experience**

Bachelors in Computer Science or equivalent experience

**Work Environment and Physical Demands:**

Normally seated, standing or walking at will; normal physical activity including some bending, pushing, pulling, and carrying, which may range up to 50 lbs., upon occasion. Keyboarding and working at a computer monitor for extended periods required. Phone usage, reading, speaking, and listening required. Work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices or work rooms.

**Salary**

\$54,000 - \$65,000 per year