POSITION DESCRIPTION

Digital Applications Specialist

Organizational Unit	Information Technology
Program/Project	Five College Librarians Council
Supervisor	Director of Information Technology
Hours/Week	35 (full-time)
Weeks/Year	52
Appointment Term	-
FTE (Calculated)	1.0
FLSA Status	Exempt
Date	June 30, 2024

Job Summary

In support of the Five Colleges' teaching and learning missions, the **Digital Application Specialist** creates and supports data driven library systems through the design, development and implementation of software tools and integration, web application development, and programming of library information systems. The Digital Application Specialist works in conjunction with Five College library, archives, and museum partners to solve technical issues.

The Digital Applications Specialist works in close collaboration with the Five College Library System Coordinator and other colleagues to lead the management and ongoing utilization of the Five College library services platform, archives and museums collection management and digital repository systems, and associated projects. Current systems include FOLIO, Ebsco Discovery System, Islandora and Archipelago, ArchivesSpace, MimsyXG, and Mobius.

The position requires substantial independent work; performance is reviewed for effectiveness and conformance with established policies, rules, and regulations, as well as successful collaboration with the Library System Coordinator and the Five College Librarians Council. The position works in close collaboration and consultation with the designated liaisons to the Five College Librarians Council and reports to FCI's Director of Information Technology.

Importance of Diversity to our Educational Mission

Five Colleges, Incorporated and its five associated institutions (Amherst, Hampshire, Mount Holyoke and Smith Colleges and the University of Massachusetts Amherst) are committed to supporting and sustaining a diversity of people, backgrounds, experiences, ideas and points of view for the essential contribution this diversity makes to educational missions of our organizations. In support of this commitment, Five Colleges requires all of its employees to work cooperatively and effectively with the diversity of people at the colleges (students, faculty members, other employees) and within the organization itself.

Duties

- Provide development, enhancements, and support for library, archive, and museum information systems; work with staff to gather information requirements; author queries and reports to support library functions; develop and maintain tools to support workflows; work to integrate different metadata formats across library, archives, special collections, and museum platforms.

- Work collaboratively to design, develop, and implement software solutions to system requirements defined by stakeholders; prepare test data; troubleshoot technical problems and see through to resolution; develop and maintain design and troubleshooting documentation; collaborate with team members to improve the library's tools, systems, and procedures; engage with user experience (UX) and web design staff to improve and test user interfaces, specifically for usability and accessibility.
- Provide technical support for the library systems.
- Communicate with internal and external partners including vendors; assist in problem-solving with the Five College Library System Coordinator and other Five College library staff; export data files to various affiliated organizations.
- Provide FOLIO application support for high priority issues when the Library System Coordinator is unavailable.
- Establish, participate in, and maintain relationships with campus and library departments, patrons and subject matter experts in order to remain apprised of direction, project status, architectural and technology trends, risks, and functional/integration issues.
- Work creatively, collaboratively and effectively to promote teamwork, diversity, equality and inclusivity within the libraries and campuses.
- Participate in the libraries' assessment program by collecting, recording, and maintaining statistics for monthly and annual reports as needed.
- Serve on Five College library, archives, and museums committees as needed, acting as liaison between FCI and campus IT.
- Participate in professional development activities, as assigned or required, to meet institutional and consortial goals and objectives.
- Perform other related duties, as assigned.

Minimum Qualifications

- Three (3) years' professional experience with systems analysis, programming, web-based applications, and database management
- Experience developing web applications using one or more of the following: PHP, Python, Windows and UNIX operating systems, and SQL databases; familiarity with JSON, XML, and other data serialization formats is a plus
- Ability to troubleshoot and provide technical support for Linux systems
- Experience working on complex issues where analysis of situations or data requires in-depth evaluation of variable factors
- Demonstrated ability to exercise sound judgment in selecting methods, techniques, and evaluation criteria for obtaining results consistent with broadly defined policies and practices
- Capable of constructing and pursuing alternatives toward a solution
- Demonstrated ability to learn new technologies and to stay current with technical developments
- Strong analytical skills to produce reports, findings, and justify initiatives
- Excellent written and verbal communication skills
- Ability to interact effectively, productively, and collaboratively across the libraries, archives, and museums
- Capacity to meet (with or without accommodation), the physical expectations of the position, which include: ability to comprehend written and verbal communication; ability to evaluate printed materials and material presented on-screen; and ability to communicate effectively in person, by telephone, via videoconference, and via email
- Ability to pass a post-offer background check

Preferred Qualifications
- Bachelor's degree in computer science, information technology, business information systems or a related field
- Master's degree in library and information science
- Experience supporting and maintaining open source software
- Experience with linked and/or linked-open data environments
- Working knowledge of version control tools, automated testing, and continuous integration/delivery; familiarity with Git and code repository platforms such as Github and Gitlab
- Experience with Cloud service/Amazon Web Services, virtual servers, and container platforms
- Experience integrating data analysis and visualization services with data sources; familiarity with OAI-PMH protocols
- Ability to manage projects, set and adjust priorities, work under pressure, be thorough and accurate, follow tasks through to completion, meet deadlines, and work independently
- Experience with frequent communications among inter-organizational and external customer/vendor contacts, especially as part of a team who represents the organization