

DIGITAL RESOURCES SUPPORT SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for updating and maintaining a variety of databases relevant to media and digital resource management systems for the BOCES Media Library and Digital Resource systems. The incumbent in this class serves as a help desk manager and operator for users of the computerized media system providing training and technical assistance to staff, teachers and students. Work is performed under the general supervision of a higher level Program Manager. A Digital Resources Support Specialist does related work as required.

TYPICAL WORK ACTIVITIES:

- Provides information to staff, teachers and students on the use of computerized media and digital resources systems;
- Acts as a help desk operator to end users providing guidance and training for account set up and assistance, media acquisition, booking assistance, data access and retrieval;
- Uses computerized library software to update library database, user accounts and member changes;
- Sets up and maintains student, staff, teacher and district accounts in the on-line media acquisition system;
- Prepares and compiles a variety of computerized reports such as monthly user statistics, barcodes, overdue list, confirmation notices, log check, etc;
- Diagnosis and trouble shoots database problems and issues and makes recommendation for solutions;
- Installs new programs and program updates for launching digital media into the system;
- Posts, updates and maintains information on the Media Library web page;
- Performs general media library procedures such as inventory control, shelf list management and maintenance, late notices, cataloging, bar coding, etc.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:

Good knowledge of the practices and methods involved in maintaining databases; knowledge of computer applications such as spreadsheets, word processing, e-mail, and database application software; ability to follow procedures consistently; ability to express ideas clearly and accurately both orally and in writing; ability to maintain confidentiality; ability to exercise good judgment and courtesy when dealing with administrators, teachers, staff and students; good attention to detail; accuracy; tact; initiative; physical condition sufficient to perform the essential functions of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and either;

- A) An Associates degree from a regionally accredited college or university in Library Science, Library Technology, Computer Science, Computer Information Systems or closely related field.

OR

- B) Two years of Library and digital resources support experience, which must have included the use of on-line cataloging and automated reference systems.

OR

- C) Any combination of relevant education or specialized coursework and experience. Coursework may have been provided by software or hardware vendors, in-house course work, technology schools, and/or colleges or universities, so long as successful completion of coursework is substantiated and verifiable.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS: In accordance with the Safe Schools Against Violence in Education (SAVE) legislation. Chapter 180 of the Laws of 2000, and by the Regulations of the Commissioner of Education, candidates for appointment in school districts must obtain clearance for employment from the State Education Department prior to employment based upon a fingerprint and criminal history background check.

CATTARAUGUS COUNTY CIVIL SERVICE COMMISSION

Adopted: January 2, 2008