8/20/2012

**Job Title:** **Member Services Support Specialist Description Type:**   New Revised

**Job Category:**  Grade 6 **FLSA Status:** Exempt  Non-exempt

**Reporting Relationship:**

**Reports to (Title):** Member Services Manager

**List of direct reports (by Title):** Applicable Not Applicable

**Position Summary:**

The Support Specialist will assist SWAN Member Services Manager, with planning, organizing, and implementing projects related to department activities.

**Core Job Functions:**

* Assists SWAN Member Services Manager with planning, organizing and implementing projects related to department activities.
* Responsible for implementation of membership requests for ILS parameters, and additional ILS software.
* Responsible for SWAN security, including passwords and user profiles under the consultation of the SWAN Member Services Manager.
* Responsible for the generation of print and electronic notices from ILS.
* Makes independent decisions regarding operational procedures with input from other staff as applicable, while following established guidelines.
* Requires being on call for evening and weekend trouble calls on a rotating basis.
* Trains and provides input to SWAN Member Services staff.
* Responsible for performing daily ILS operations.
* Runs new or special programs until they become routine.
* Attends to operational problems at the central site and to computer hardware problems reported by membership.
* Monitors trouble logs and performs troubleshooting as needed
* Maintains records of central site equipment performance and prepares monthly performance reports.
* Schedules installations and processes receipt of new equipment.
* Involved in development and maintenance of SWAN Support website.
* Responsible for fostering customer service environment to effectively respond to member needs.
* Responsible for creation and maintenance of documentation for SWAN Member Services department under direction of SWAN Member Services Manager, including SWAN procedures.
* Other duties as assigned

**Knowledge, Skills, and Abilities:**

Education -

* Bachelor’s degree, preferably in a computer related field.

Knowledge/Experience -

* Three (3) years of work experience; with two (2) years’ experience with LAN and WAN management.
* Knowledge of library automation, including both hardware and software.
* Knowledge of function, construction and content of web pages.
* Ability to work effectively with the staffs of the participating SWAN libraries and to maintain good working relationships with the SWAN staff.
* Demonstrated success in leading a service team.
* Strong customer service interactions.