Employment Opportunity
The Management Council of the Ohio Education Computer Network

Seeks: Web Developer/Programmer (Technical Support Team Specialist)

Effective: August 29, 2019

Application Deadline: September 16, 2019 at 4:00 pm

The Management Council of the Ohio Education Computer Network seeks an innovative and enthusiastic individual to join our State INFOhio Technical Support Team. The team analyzes current information systems along with customer, vendor and organizational requirements to design and script effective and efficient solutions to deliver INFOhio's instructional and library services to over 4,600 PreK-12 schools and support agencies in Ohio.

The successful candidate will assist with application development, scripting, testing, implementation, troubleshooting, customer training and support of INFOhio websites and existing SirsiDynix Symphony Integrated Library systems. The candidate will possess a willingness to learn and stay current with industry tools, standards and practices.

Qualifications
- A minimum of an associate degree in a technology related field or minimum of 2 years equivalent job experience
- Proficient with programming languages such as PERL, PHP and shell scripting
- Knowledge of Linux/Unix, Windows Servers and Apache
- Experience with PostgreSQL, MySQL, Joomla or WordPress, and related web tools a plus
- Applicant is expected to describe, document and demonstrate:
  - Software development aptitude, technical knowledge of websites, strong problem solving and critical thinking skills, excellent organization and time management skills, the ability to work independently and collaboratively with team members, excellent writing, communication and presentation skills

The successful candidate will be based in Columbus or Lima, Ohio while also being able to work remotely for a portion of the week. Occasional travel throughout Ohio will be required. This full-time, non-exempt position includes an excellent benefits package along with a salary commensurate with education, experience and the successful candidate's potential for excellence. The anticipated salary range for the position is $50,000 to $60,000 per year.

The position description is below and is available on www.mcoecn.org careers site while this opportunity is open. Interested professionals should submit a cover letter and current resume by the posting deadline to: Greg Buddelmeyer (HR@managementcouncil.org).

The Management Council reserves the right to not fill or to repost the position if a successful candidate is not found. Every consideration will be given to underrepresented and nontraditional candidates. The Management Council does not discriminate on the basis of race, color, national origin, sex, disability, age, religion, military status, ancestry, genetic information or any other legally protected category in its employment decisions.

About the Management Council and the Ohio Education Computer Network
Ohio's Information Technology Centers (ITCs) work together through a statewide network known as the Ohio Education Computer Network (OECN). The Management Council represents and supports the collaborative efforts of the OECN, which implements a broad spectrum of academic and administrative technologies across Ohio's PreK-12 education system. While the ITCs and the Management Council are the key components of the OECN, other organizations collaborate in the OECN, including the Ohio Department of Education and OARnet. Ohio district and school customers are the primary beneficiaries of the system of services and support from organizations of the OECN.

Reports To: INFOhio Technical Services Manager

Overview: Team member works under the direction of the INFOhio Technical Services Manager and the INFOhio Director to develop, implement, maintain, evaluate and support the Symphony Integrated Library System (ILS), electronic databases, instructional resources, technology tools and websites offered to ITCs and PreK-12 schools through INFOhio.

Specific Duties:
1. Supports hardware, OS, layered products and installed software for INFOhio shared bibliographic collections and web sites servers at industry standard or vendor recommended levels.
2. Ensures bibliographic and web site data integrity by reviewing backup logs, error reports, conducting housekeeping routines and restoring data as needed.
3. Investigates and provides operational support. Resolves reported problems with servers, installed software, electronic resources and aids in network troubleshooting. (Critical problems may require non-business hours support.)
4. Sets-up/Configures/Maintains customer access to electronic resources subscribed to by INFOhio.
5. Assists in the collection of data and preparation of reports pertinent to the usage of all ILS products and services.
6. Maintains a working knowledge of MARC formats and other library computer and networking standards.
7. Maintains all appropriate ILS and other technical documentation.
8. Develops and presents ITC Provider training related to the use of the ILS, electronic resources and software tools.
9. Leads project teams, serves on committees and task forces established to further various aspects of the INFOhio mission.
10. Provides helpdesk support and technical consultation to all INFOhio staff and ITC providers upon request.
11. Provides assistance to the INFOhio Director and staff through technical consultation, development and implementation support for INFOhio Automation, Central, Content, Instructional, and Outreach services, as well as, any other special project work requested or assigned by the Director.
12. Participates in on-going professional development as stipulated by the Management Council of the Ohio Education Computer Network.
13. The employee shall remain free of any alcohol or non-prescribed controlled substance in the workplace throughout his/her employment with MCOECN.
14. Demonstrate professional ethical behavior and serve as an appropriate representative of MCOECN. Adhere to all the rules and regulations of MCOECN and the State of Ohio.
15. Perform such other relevant duties as may be assigned by the INFOhio

Technical Services Manager and/or the INFOhio Director.

Additionally, team member possesses significant knowledge or skills to help support one or more of the following specialized focus areas for the position:

Focus on Systems Administration:
1. Monitors performance of systems, developing strategies for changes, enhancements, testing and upgrades as assigned and closely isolates problems and coordinates resolutions as needed with MCOECN Cloud Administrators to assure rapid solutions, continuous operation and access to mission-critical library applications.
2. Maintains server hardware, OS, layered products and installed software for INFOhio shared bibliographic collections at industry standard or vendor recommended levels to secure the ILS servers and databases.
3. Ensures bibliographic data integrity by properly scheduling backup procedures, monitoring logs and error reports, conducting housekeeping routines, and testing restore procedures.
4. Creates and maintains custom INFOhio code used to facilitate administration of ILS installations in our multi-server, multi-instance environment and to otherwise enhance ILS software features.

Focus on Web Development:
1. Assists with conceptual design, creates and maintains websites and web-based applications for INFOhio and supported clients adhering to standard practices and ADA guidelines.
2. Maintains web servers, OS, layered products and installed software at industry standard or vendor recommended levels to secure web servers and web site data.
3. Ensures web site data integrity by properly scheduling backup procedures, monitoring logs and error reports, conducting housekeeping routines, and testing restore procedures.
4. Analyzes and reports on current web site usage statistics.

Focus on ILS Implementation:
1. Serves as technical liaison with ILS vendor, testing and troubleshooting of problems/resolutions and facilitating implementation of new products and services.
2. Keeps abreast of product roadmaps; develop strategies and coordinate ILS work with vendors and partner agencies.
3. Develops and maintain interfaces for the online public access catalog; includes configuration and integration of additional resource connectors.

Focus on Instructional Support:
1. Serves as technical liaison with ILS electronic resource vendors, testing and troubleshooting of problems/resolutions and facilitating implementation of new

products and services.

2. Assists Instructional Team with registration, promotion, moderation and technical support for INFOhio webinars.
3. Helps maintain the Digital Video Collection; prepares and loads MARC records, video recordings and supplemental instructional materials.

Focus on MARC Data Migration & Cleanup:

1. Maintains knowledge of MARC formats and other library computer and networking standards and requirements.
2. Uses MARC conversion tools, data editing and API utilities to analyze, manipulate, cleanse and prepare MARC data for loading into Symphony.
3. Maintains MARC records for special INFOhio collections; Union Catalog; DVC, ERE; Serves as a liaison to authority and database enrichment vendors.
4. Assists ITCs in initial MARC record conversions for Ohio educational entities beginning to utilize SirsiDynix library automation software and INFOhio services.

Typical Performance Measures:

1. Performance of job duties in a consistently high manner.
2. Active participation in team meetings, professional development, and other collaborative activities.
3. Demonstrated willingness to provide skills, expertise, and experience in support of team members and MCOECN staff.
4. Volunteers to lead or serve on projects of MCOECN or ITCs.
5. Displays a positive attitude and is considerate and professional in sharing ideas and discussing ideas proposed by others.
6. Meets or exceeds any standard benchmarks available for evaluation of performance.

Qualification:

1. This position requires a minimum of an Associate Degree in Information Technology, Computer Science, or Computer Programming or a Bachelor's Degree in the same areas of study or related technical major.
2. Excellent oral, written, and interpersonal communication skills.
3. Demonstrated creative problem solving abilities and initiative.
4. Can work both independently and collaboratively with team members.
5. Attention to detail.
6. Good organization and time management skills to work on multiple projects with deadlines.
7. Acts professionally.
8. Proficient using Microsoft Office products to create reports, develop training materials and make presentations.
9. Experience providing customer support.
10. Ability to drive and travel throughout Ohio.

Additional Qualifications:

The Support Team Specialist must also possess additional knowledge and skills pertinent to one or more of the specialized focus areas such as:

1. Experience with integrated library systems, networking hardware and software administration.
2. Linux/Unix, Windows Server, Solaris OS, VMware, EZproxy.
3. Proficient with multiple programming languages such as C, PERL, PHP and shell scripting; JavaScript or JQuery, CSS and HTML, MSSQL or MySQL.
4. Experience with web development/design; Joomla or similar content management systems, Apache, graphic design, mobile app development, audio/video formats.
5. Proficient using webinar software and moderating webinars.
6. Knowledge of bibliographic/MARC record structure as well as expertise in configuring, administering, and supporting library functions of circulation, cataloging, reporting, and public-facing discovery products.

Position Status:
1. This has been determined to be a non-exempt position under the Fair Labor Standards Act.
2. This is a 12-month position and is evaluated annually.