



UNIVERSITY OF CALIFORNIA HASTINGS COLLEGE OF THE LAW

As the University of California's first law school, UC Hastings College of the Law boasts a rich history of achievement in the field of legal education. Established in 1878 and located in San Francisco's Civic Center district, our vibrant institution provides outstanding instruction for nearly 1,300 students from more than 120 universities and colleges across the country. We also provide an innovative, fun and rewarding work environment for our valued employees. As a member of our team, you will enjoy a warm-hearted, deeply committed group of co-workers, a dynamic community of faculty and students, as well as an excellent benefits package.

LIBRARY SYSTEMS ASSISTANT

Library Assistant IV

UC Hastings Law Library

Hiring Salary Range: \$41,412 - \$58,386 annually (commensurate with qualifications)

Posting Date: July 23, 2010

THE ROLE

Under the supervision of, and reporting to, the Computer Services Librarian, the Library Systems Assistant, performs duties to manage and support the Law Library's electronic resources with a strong proactive customer support orientation, including but not limited to: Maintains staff and public/student Library PCs, peripherals and software; provides support and serves as "go-to" person for Library staff on computer hardware and software issues; provides support to students in the use of the Computer Lab; manages the Computer Lab including student workers; is a part of (and works with other members of) the Library web-team to maintain and enhance the Library's webpages and other electronic resources; serves as the primary system-admin for the Library's Millennium integrated library system (ILS).

RESPONSIBILITIES

Typical duties include but are not limited to the following:

Library Staff Computer Support

*Acts as first-responder ("go-to") person for all Library staff desktop support for PCs, printers, scanners and other peripherals and their software.

*Responsible for the installation, configuration and day-to-day technical support and maintenance of all library PCs and peripherals, including library staff desktop and shared PCs, Computer Lab and common use (public/student) PCs and peripherals and networking.

*Provides support and training to Library staff in desktop applications such as Windows, Office, Outlook, browsers and specialized software and applications such as Millennium, OCLC, and various web authoring and graphics applications such as Dreamweaver, Photoshop, and Acrobat.

*Works as a key member of the Library Web-Team to maintain and enhance the Library's webpages and other electronic resources. Has primary responsibility for maintaining the exams collection on the Library website including scanning, formatting and quality control as well as collecting, collating and preparing copies of exams for binding.

*Functions as the primary system-admin for the Library's ILS (Innovative's Millennium system) including referring to Innovative's documentation, listserves, annual users group meetings, III Help Desk and other resources to resolve issues. Responsible to open support calls with vendors, as necessary. Responsible for daily backups of the system including rotating, initializing, labeling and storing tapes. Delivers library server backup tapes to IT each Monday for off-site storage and picks up returned tapes. Performs back-end

administration of the WebOPAC and proxy forwarding tables. Works with and provides support to the Technical Services Librarian on front-end maintenance of the WebOPAC.

*Attends and participates in regularly scheduled Library Staff and Reference Department meetings.

*Assists Library staff with set-up and use of A/V computer equipment for classroom presentations - set-up, scheduling equipment, testing of equipment in Computer Lab and other rooms.

*Keeps current inventory listings of all Library computer equipment and peripherals as well as disposal lists. As equipment is moved or installed, updates the Network Admin on Location, Hastings tag Number, MAC address, IP address and Data Port number.

*Manages and follows up on all warranty and routine equipment replacement or repair requests.

Library Computer Lab & Public PC Support

*Responsible for day-to-day management of the computer lab, with duties including: Interviewing & hiring, training, supervising, staffing, managing and scheduling 10-20 part-time Student Assistants. Oversees Student Assistants working on special projects. Assists Hastings students in use of Computer Lab equipment and software and collects feedback from students and Student Assistants about issues that arise. Works with Student Assistants to collect and maintain Computer Lab use statistics.

*Acts as first-responder (“go-to”) person for all issues for Student Computer Lab & public/student Library computers and other peripherals. Sets-up, maintains, configures and troubleshoots 50+ Computer Lab and public/student use computers, software, and Computer Lab office equipment. Works with IT Department to configure, administer, and troubleshoot Windows Active Domain (AD), and networking, printing and security issues on all machines. Places service calls with IT when needed for hardware or other issues.

*Monitors public/student kiosk PCs on 4th, 5th, and 6th floors of Library on a daily basis. Troubleshoots reported kiosk problems, upgrades software, responds to kiosk issues raised by Library staff and patrons.

Other Duties

*Works closely with other Hastings Departments - especially IT – on special projects, routine tasks, and continual improvement of Library and College-wide technology initiatives

*Other duties as assigned.

REQUIREMENTS

EDUCATION AND EXPERIENCE

• Prefer 2+ years of College level course work in computer/information systems and two years of relevant work experience.

* Experience in library systems, application programming, user support, systems analysis or an equivalent combination of training and experience which results in the possession of the knowledge, skills, and abilities above.

*Education in Computer/Information Systems beyond two years can be substituted for one year of work experience.

KNOWLEDGE, SKILLS & ABILITIES

*Requires a strong proactive, friendly, customer service orientation along with excellent communication skills, both written and verbal.

*Requires the ability to comfortably interact with a variety of people.

*Requires experience with using, installing, configuring and troubleshooting operating systems, hardware, networking and applications for PCs.

*Requires familiarity with and preferably experience managing library computer systems (preferably Innovative Interfaces Inc. systems with Millennium). If applicant does not already have familiarity with administering Innovative's Millennium system, the applicant will be required to show ability to use and administer the system during the first six months on the job.

*Requires knowledge of and experience with web design and authoring software.

*Experience working with metadata; html; JavaScript; CSS; PHP/Perl/CGI; Adobe Photoshop, Dreamweaver, Flash; graphic design skills such as page/screen layout, image optimization for print & Web, site/page navigation and other visual design elements are highly desirable. If applicant does not have familiarity with Dreamweaver web design and management software, the applicant will be required to show ability to effectively use Dreamweaver during the first six months on the job.

*Experience working in and running a student computer lab or other front line user support is very desirable. Hastings is primarily a Windows environment, but familiarity with Apple and UNIX/Linux systems is highly desirable.

*Understanding of and resolving cross platform compatibility issues of programs and systems is very desirable.

*Safely lift and transport items weighing up to 50 lbs.

BENEFITS

- Health, dental and vision care insurance plans
- Life Insurance
- UCRP Retirement Plan
- Disability Insurance
- Legal Insurance
- 3+ weeks of vacation starting the first year for full- time employees
- 8 hours accrued sick leave per qualifying month of service for full-time employees
- Thirteen paid holidays per year
- Credit Union
- Pre-Tax Transport Program

THE HIRING PROCESS

To apply, go to:

<http://hrnetlogin.net/uchastings/app/app.cgi?positionsdesiredtext=Library%20Systems%20Assistant%20-%20Law%20Library> **Failure to provide the information as required on the application form including attaching a cover letter and a resume shall immediately disqualify an applicant from employment consideration.**

WHAT TO EXPECT

Applicants who meet the position requirements will be competitively evaluated to identify the individuals whose breadth and depth of experience and education most closely relate to the stated requirements and the needs of the College. Depending on the quality and number of the applications received, only the better qualified applicants may be contacted for an interview. **The position is open until filled.**

UC Hastings College of the Law is an Equal Employment Opportunity