Sonoma County Library
Announces an Employment Opportunity

SENIOR IT PROGRAMMER ANALYST–
ROHNERT PARK HEADQUARTERS
40 HOURS PER WEEK – FULL TIME

THE POSITION:
The Senior IT Programmer Analyst manages and administers comprehensive Information Technology (IT) systems for the Sonoma County Library; installs and maintains a variety of enterprise system software and associated hardware; designs databases and procedures required to support system applications; performs database and/or website administration, programming, training, systems, and requirements analysis. **Please complete the supplemental questionnaire as part of the application process.**

Please see the attached job specifications for full details about this position.

**TYPICAL TASKS include, but are not limited to:**
- Prepares and presents long-range plans and status reports for stakeholders including, but not limited to, Department Heads, the Library Executive Director, Library Commission, and the public.
- Ensures availability and acceptable levels of performance of mission critical enterprise systems.
- Performs troubleshooting as required; leads problem-solving efforts often involving outside vendors and other support personnel and/or organizations.
- Customizes and enhance computer software packages and documents procedures.
- Administers and maintains enterprise systems such as the Integrated Library Systems (ILS), content management systems (websites), and/or digital services.

Knowledge of:
- Principles, practices and techniques of system management including application design, system analysis, data base management, quality control, performance metrics, and hardware and software options for system applications.
- Integrations between tightly coupled systems requiring scheduled exports, imports, indexing and harvests.
- Enterprise systems and the traditional processes implemented, and data collected, and use of SQL Server Integration Service (SSIS).
- Advanced programming techniques including integrated database management applications.

Ability to:

- Plan, organize and document complex system design activities and to configure systems to be consistent with organization policies/procedures.
- Perform highly complex and advanced programming, scripting, database, and content management duties; utilizing a variety of programming languages such as: CSS, HTML, JavaScript, jQuery, XML,
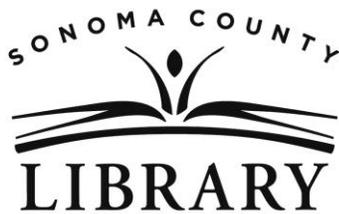
PHP, MySQL, Unix, Linux, MS DOS command line, SQL scripting and report generation, HTML, Cascading Style Sheets, and PERL, PHP, or other programming background.

MINIMUM QUALIFICATIONS:

Education and Experience: Any combination of education and experience that provides the above knowledge, skills, and abilities necessary may be qualifying. A typical way of obtaining the required qualifications is to possess:

A Bachelor's degree or equivalent in Computer Sciences, Information Science, Information Systems management, Business Administration, or a related field, and four (4) years of full time experience in planning, developing and administering multiple, complex information technology systems, data intensive information systems, and applications. Supervisory experience is preferred, but not required.

Licenses and Certifications:
As a condition of employment, possession and continued maintenance of a valid California driver's license and a safe driving record.

Desired Certifications:

- Database Administration with SQL certification or equivalent.
- Sun Certified Java Programmer, Sun Certified Java Developer, or equivalent.

SALARY RANGE: **$98,155.20- $122,574.40/annually**

CLOSING DATE: **5:00 pm, Thursday, May 13, 2021**

APPLICATION PROCESS: Please go to https://www.calopps.org/sonoma-county-library
to apply. Applications must be complete and submitted by the final filing date in order to be considered. **Resumes will not substitute for a completed application.**

The application process may contain one or more of the following steps: a supplemental application, written test(s), skills assessment(s), and/or oral examination(s).

EMPLOYMENT INFORMATION:
Employment offers will be contingent upon a successful pre-employment verification/criminal records clearance. Having a criminal record will not necessarily disqualify an applicant from employment.

RECRUITING PROTOCOL IN RESPONSE TO CORONAVIRUS COVID-19:
Pursuant to California Governor Newsom's Executive Order N-29-20 issued on March 17, 2020, and all applicable COVID 19 Shelter in Place Orders issued by the Sonoma County Health Officer, the recruiting process including interviews, testing, etc. will be held via teleconference or online, if possible, unless changes occur in the state and/or county health order.
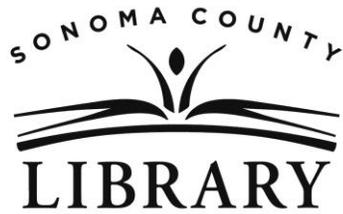
REQUEST FOR ACCOMMODATION: Sonoma County Library will make reasonable accommodations in the recruitment process to accommodate applicants with disabilities. If you are invited to participate in an examination or interview and have a disability for which you require an accommodation, please contact the Human Resources Department at (707) 545-0831 extension 1591 as soon as possible to make arrangements for your accommodation. Requesting accommodations at least 3 working/business days before the scheduled event will help to ensure availability. For further information regarding disability accommodations provided by the Library and related matters, see the Library's website at https://sonomalibrary.org/accessibility.

Sonoma County Library values diversity, empowerment, community, unity, kindness, connection, and equity. We are committed to diversity and inclusion in the recruiting and hiring of staff.
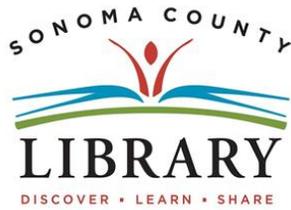
SENIOR IT PROGRAMMER ANALYST
Represented

DEFINITION

Under general direction, the Senior IT Programmer Analyst manages and administers comprehensive Information Technology (IT) systems for the Sonoma County Library; installs and maintains a variety of enterprise system software and associated hardware; designs databases and procedures required to support system applications; performs database and/or website administration, programming, training, systems, and requirements analysis; performs other related duties as required.

Examples of comprehensive systems include, but are not limited to, Integrated Library Systems (ILS), or web development, design, and content management system.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Information Technology Manager; direction is usually received in terms of goals; review is received in terms of results. Provides supervision, training, and technical instruction to lower-level support staff, contractors, and/or volunteers. May act as department lead/PIC in absence of the Manager.

CLASS CHARACTERISTICS

The Senior IT Programmer Analyst is the class responsible for the development, administration, and maintenance of an assigned IT system. This classification is distinguished from the next higher classification of Information Technology Manager in that the latter has overall responsibilities for an entire Library's Information Technology Department, while the current has responsibility for the overall unit of internet and data systems integration between public-facing and internal platforms. This class is further distinguished from the lower level classes of Web Programmer Analyst, Technology Librarian, and Digital Literacy Specialist in that the work of those classes contribute to the system; however, are not as complex in scope or nature. Additionally, this class supervises lower level staff.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)
Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

As assigned:
➢ Prepares and presents long-range plans and status reports for stakeholders including, but not limited to, Department Heads, the Library Executive Director, Library Commission, and the public.

- ➢ Ensures availability and acceptable levels of performance of mission critical enterprise systems.
- ➢ Performs troubleshooting as required; leads problem-solving efforts often involving outside vendors and other support personnel and/or organizations.
- ➢ Customizes and enhance computer software packages and documents procedures.
- ➢ Administers and maintains enterprise systems such as the Integrated Library Systems (ILS), content management systems (websites), and/or digital services.
- ➢ Researches and tests new products and services.
- ➢ Performs complex SQL scripting and report generation.
- ➢ Develops and administers applications.
- ➢ Serves as the system technical resource expert to all Library departments and affiliated libraries through identifying, designing, and development of system applications.
- ➢ Designs the system databases and develops strategies and procedures for integrating the system with existing databases.
- ➢ Recommends, installs, troubleshoots, and supports system software, databases, and spreadsheets.
- ➢ Monitors, maintains, and manages Library's online patron support system.
- ➢ Manages ILS catalog website interface customizations; implements profile changes; manages integration with ILS used to catalog Library holdings.
- ➢ Maintains, updates, coordinates, and controls content and access to Staff Intranet; and manages Active Directory.
- ➢ Ensures that forms, policies, and procedures are controlled, approved, and authorized providing updated and accurate information.
- ➢ Updates and maintains proxy authentication system on library server; coordinates installation of security certificates.
- ➢ Coordinates website, social media, email, and other communications with Marketing Department.
- ➢ Administers online service; analyzes and implements needed changes to serve branch calendar needs.
- ➢ Plans, coordinates, and implements changes to website servers; installs server backups.
- ➢ Designs content management system, develops and administers quality control standards and performance metrics and tracking for web presence, web-based services and programs.
- ➢ Assists Library managers and other personnel with developing and maximizing web presence, web-based services, and programs.
- ➢ Migrates internal and external websites and function to new platforms and/or vendors.
- ➢ Assists with preparation of the system program budget; monitors approved budget; reviews other budget requests for hardware, software and services relating to the assigned system; advises appropriate personnel on budget matters relating to the assigned system.
- ➢ Maintains awareness of current advances in technology as they relate to the Library's needs and objectives relating to assigned system.
- ➢ Represents the Library in inter-agency coordination activities relating to assigned system.
- ➢ Coordinates projects or components of projects; acts as a liaison between various department and outside contacts.
- ➢ Attends and participates in a variety of meetings, seminars, and committees; maintains liaison with vendor representatives.
- ➢ Provides technical training on system use and content; coordinates system-wide technical training and implementation; trains new hires.
- ➢ Troubleshoots during system emergencies; communicates with branch staff.

COMPETENCIES

Knowledge of:

- Principles, practices and techniques of system management including application design, system analysis, data base management, quality control, performance metrics, and hardware and software options for system applications.
- Integrations between tightly coupled systems requiring scheduled exports, imports, indexing and harvests.
- Enterprise systems and the traditional processes implemented, and data collected, and use of SQL Server Integration Service (SSIS).
- Advanced programming techniques including integrated database management applications.
- Enterprise Active Directory, DNS, DHCP, TCP/IP, HTTP(S), SMTP, SNMP, and IIS. Local area network systems (LAN) administration and network engineering principles including client/server, and TCP/IP protocols.
- The operational characteristics and capabilities of database management, content management, and enterprise systems, cloud computing, including data security and disaster recovery systems and procedures.
- Multiple operating systems, server administration, and networking.
- The principles and procedures of quality assurance and security related to computer applications.
- The principles, practices, methods, and techniques of providing information systems project management services.
- The methods and techniques of system design programming and software installation.
- The advanced principles, practices, and procedures of analysis and design, system development, of computer science and information systems programming.
- The advanced principles and practices of software troubleshooting.
- Various computer languages used for enterprise system, content management system, and database applications.
- Records storage and handling techniques.
- Supervisory techniques including performance management, coaching, and motivating staff.

Ability to:

- Plan, organize and document complex system design activities and to configure systems to be consistent with organization policies/procedures.
- Perform highly complex and advanced programming, scripting, database, and content management duties; utilizing a variety of programming languages such as: CSS, HTML, JavaScript, jQuery, XML, PHP, MySQL, Unix, Linux, MS DOS command line, SQL scripting and report generation, HTML, Cascading Style Sheets, and PERL, PHP, or other programming background.
- Oversee quality assurance and security procedures for applications services.
- Promote the automation of business functions.
- Install, test, and configure hardware and software applications and programs.
- Analyze informational requirements and needs, end-user requirements, recommend technological advancements, identify problems, provide technical advice and consultation, and ensure efficient computer systems utilization.
- Analyze data and develop logical solutions to problems.
- Monitor system utilization and recommend appropriate revisions to processes, procedures, and operations.

- ➢ Work independently in the absence of supervision.
- ➢ Manage information systems projects and adhere to project deadlines.
- ➢ Document and maintain organization of work.
- ➢ Administer active directory.
- ➢ Work independently in accordance with established guidelines.
- ➢ Provide training, support, and advice on technical issues to system users.
- ➢ Document hardware and software installations and problem resolution.
- ➢ Prepare reports of a general or technical nature.
- ➢ Perform multiple tasks concurrently and respond to emergencies effectively.
- ➢ Establish and maintain effective work relationships with those contacted in the performance of required duties.
- ➢ Effectively communicate technical/complex information both verbally and in writing.
- ➢ Remain current with rapidly changing developments, trends, and innovations in the field, and work effectively and cooperatively with others at all levels in the agency.

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Desired Certifications:
- ➢ Database Administration with SQL certification or equivalent.
- ➢ Sun Certified Java Programmer, Sun Certified Java Developer, or equivalent.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office and library setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; color vision, for example, to use services that still color-code status and to configure computer wiring; hearing and speech to communicate in person, before groups, and over the telephone; the ability to operate a motor vehicle and to visit various branches and meeting sites. This classification primarily works indoors and requires movement between work areas. Finger dexterity is needed to access, enter, and retrieve materials and data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers when installing and repairing computers and various other equipment. Positions in this classification occasionally lift and carry reports, records, and materials that typically weigh less than twenty-five (25) pounds. Employees may push wheeled carts loaded with library materials or equipment weighing up to and occasionally up to one hundred (100) pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

May be required to work flexible schedules including evenings and weekends.