



CORE TECHNOLOGY SERVICES

- Position Title:** Online Dakota Information Network (ODIN) Technical Support Specialist
- Position #:** 00100455
- Salary:** Minimum starting annual salary \$55,000+ per year/full-time, exempt (from FLSA overtime), benefited position in the 3000 broadband
- Location:** Grand Forks, ND
- Closing Date:** Applications received by 5:00 p.m. on November 13, 2018 will be given first consideration. Screening of applications will begin on November 14, 2018. Open until filled.
- Description:** Reporting to the Director of ODIN, the ODIN Technical Support Specialist provides technical support to staff at ODIN member libraries through consultation, problem reporting & resolution, training and general troubleshooting. Interacts with NDUS departments, vendors, and other library systems and organizations across the region. Serves as primary support person in the ODIN Office for Interlibrary Loan & link resolver issues (SFX). Primary support for opening of new libraries & institutions. Assists other staff in support of staff permissions, global changes for records, statistics and inventory. Manages & organizes the Summer/Welcome Back activities for libraries. As part of the Primo/Primo Central/SFX team, this position maintains metadata integrity and assists in updating Primo Central availability. Works with staff in ODIN member libraries via email, web and phone consultations regarding new features, tips and creative uses of library application.

Minimum Qualifications:

- Bachelor's degree in Library Science, Information Science, Computer Science or related field or equivalent education plus relevant work experience
- At least 2 years of work experience in a library setting.
- Experience in the implementation/support of a library management system in a consortia environment
- Ability to work in a team and establish collegial relationships with faculty, staff, students, working cooperatively with a diverse group of constituencies
- Ability to demonstrate effective written & oral English language skills with experience writing technical and user documentation
- Adaptability and the ability to learn new software, programs, or technologies quickly
- Broad knowledge of the role and use of IT in Libraries
- Proficient use of Microsoft Suite

Preferred Qualifications:

- Experience working in a State Library System

To Apply: Applicants should send a cover letter **specifically addressing the above qualifications**, a current resume, and the names and contact information (including telephone numbers and e-mail address) of three professional references, either electronically (preferred) to jane.grinde@ndus.edu or by mail to:

**NDUS
Attention: Jane Grinde
600 E Boulevard Ave, Dept 215
Bismarck, ND 58505-0230**

by the closing date stated above. Applicants who are residents of North Dakota and eligible to claim veteran's preference must include Form DD214 with the application for employment; claims for disabled veteran's preference must include Form DD214 and a letter less than one year old from the Department of Veterans' Affairs indicating disability; claims for preference as the eligible spouse of a disabled or deceased veteran must include Form DD214, a marriage certificate and a letter less than one year old from the Department of Veterans' Affairs indicating disability, or the veteran's death certificate. Due to access to restricted information, the successful candidate will be required to complete a satisfactory criminal background check. **Applicants must be eligible to work in the U.S. and I-9 employment certification is required at hire.**

Persons who may need additional job information or may require accommodation or assistance with the application or interview process should contact Jane Grinde at (701) 328.4217, or e-mail jane.grinde@ndus.edu. TTY Number 1-800-366-6888.

THE NORTH DAKOTA UNIVERSITY SYSTEM was organized in 1990. It is made up of 11 public colleges and universities governed by the State Board of Higher Education. The NDUS is composed of two doctoral-granting institutions (NDSU and UND), two master's granting institutions (MISU and VCSU), two universities that offer baccalaureate degrees (DSU and MASU), and five campuses that offer associate and trade/technical degrees (BSC, LRSC, MISUB, NDSCS and WSC).

Applications for public employment will be confidential unless deemed a finalist. Public entities including the State Board of Higher Education and NDUS institutions shall determine finalists for open positions consistent with N.D.C.C. Section §44-04-18.27. Applications for public employment of non-finalists and any records related to those applications which contain information that could reasonably be used to identify an applicant are confidential.

As employers, the State of North Dakota and political subdivisions prohibit smoking in all places of state and political subdivision employment in accordance with N.D.C.C. § 23-12-10.

Equal Opportunity Employer: The State of North Dakota and this hiring agency do not discriminate on the basis of race, color, national origin, sex, genetics, religion, age, or disability in employment or the provision of services, and complies with the provisions of the North Dakota Human Rights Act.

The GRAND FORKS community offers an environment with the great amenities offered in larger urban areas, and the safety and convenience of a small community. Greater Grand Forks is an impressively cosmopolitan city, boasting a regional population of roughly 98,000 spanning two states.

Some of the features that make the community a great place to live are diverse educational opportunities, safety and low crime rate, parks and theaters, and a cost of living considerably lower than that found in large cities. To learn more about the community's quality of life, visit www.gfchamber.com