



# UPPER HUDSON LIBRARY SYSTEM

Together. For Better Libraries.

## Job Description

**Job Title: System Support Associate**

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**FLSA: Non-Exempt**

**Date: 11/2015**

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**Job Summary:** Performs support and technical tasks to ensure the efficient, accurate, and timely delivery of programs and services to the member libraries of the Upper Hudson Library System (UHLS).

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### Essential Functions:

1. Assists in Adult and Outreach Services program support;
  2. Assists in E-content program support
  3. Assists with the preparation of telecommunication reimbursement applications (E-rate);
  4. Assists with the coordination of the UHLS delivery system;
  5. Assists with processing interlibrary loan transactions;
  6. Provides support and maintenance for the UHLS circulating collections;
  7. Provides support and maintenance for the UHLS equipment and kit lending program;
  8. Maintains statistical tools and reports to track the use of UHLS programs and services;
  9. Delivers effective customer service to system staff and member libraries in all phone, email, and in-person interactions.
  10. Performs other duties as assigned.
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### Required Knowledge, Skills, and Abilities:

1. Ability to quickly gain a working knowledge of UHLS policies and procedures;
  2. Ability to effectively communicate and maintain successful working relationships with UHLS staff and member libraries;
  3. Strong customer service skills;
  4. Knowledge of general library procedures and organization;
  5. Knowledge of relevant computer hardware and software, including all MS Office applications as related to the position's responsibilities;
  
  6. Ability to prioritize and organize tasks based on the goals and objectives of the organization;
  7. Ability to understand and follow oral or written directions accurately;
  8. Ability to initiate tasks and work independently without direct supervision.
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**Education and Experience:**

This position requires at least one year of post-secondary course work, with preference given to candidates with a Bachelor's degree; **AND**

One or more years of experience in a library or office; **OR**

An equivalent combination of technical training, education, and experience.

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**Physical and Environmental Conditions:**

Work requires light physical effort in the handling of light materials or boxes and tools or equipment in non-strenuous work positions up to 30 pounds and/or continual standing or walking of 60+% of the time.

Work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices or meetings and training rooms, libraries, and vehicles, e.g., use of safe work place practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, and/or working in moderate outdoor weather conditions.

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The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.