

BOARD OF REGENTS

POSITION ANNOUNCEMENT

LOUIS: The Louisiana Library Network LOUIS MEMBER SERVICES PROGRAM MANAGER

The LOUIS: The Louisiana Library Network is located within the Board of Regents. LOUIS is a consortium of 47 public and private college and university libraries in the state of Louisiana. This partnership was formed in 1992 by the library deans and directors at these institutions, in order to create a cost-effective collaboration among the institutions for the procurement of library technology and resources. The individual appointed to this position will report to the BoR Associate Commissioner for LOUIS.

Responsibilities include:

- Management of all aspects of the LOUIS Service Desk and related service desk software.
- Provide primary support to 47 academic libraries to resolve reported customer incidents with library technologies and services supported by LOUIS.
- Development/oversight/management/monitoring of resolution time for service desk incidents including weekly status and statistical reporting of cases.
- Identify and work with LOUIS team, LOUIS members, and vendors on software and workflow enhancements identified through customer incident reporting.
- Implements and oversees best practices in change management in conjunction with LOUIS team.
- Writes documentation for service desk policies, procedures, and knowledge base solutions.

Minimum Qualifications:

- ALA accredited Baccalaureate degree with a minimum of five years professional level experience.
- Proven record of exceptional customer service, attention to detail, and problem resolution while working with customers and vendors to troubleshoot technology issues.
- Experience analyzing data, drawing conclusions from the data, and establishing an appropriate course of action based on the conclusions.
- Ability to present technical information to large and small technical and non-technical audiences in training and/or consulting roles.
- Excellent writing skills for formal reports, newsletters, training materials, social media, and email.
- Excellent communications skills, both verbal and written along with skills associated with listening, negotiating, compromising, and adapting.
- Experience working in a collegial manner with peers, vendors, and customers in a team-based organization.
- Excellent organizational skills, including the ability to manage multiple demands and/or projects simultaneously.

- Experience using Microsoft Outlook, Powerpoint, Word and Excel.
- Valid Louisiana driver's license.
- Ability to lift and carry at least 30 pounds.
- Willingness to travel.
- Fluency in English, written and verbal.

Preferred Qualifications:

- ALA accredited Master's degree with a minimum of five years professional level experience.
- Experience in higher education.
- Experience supporting, testing, implementing, and upgrading Library Services Platform software.
- Experience implementing and troubleshooting authentication software such as EZproxy.
- Familiarity with current trends in scholarly communication, including open access publishing and open educational resources.
- Familiarity with electronic resource management systems (ERM).
- Working knowledge of interlibrary loan.
- Working knowledge of library cataloging standards.
- Working knowledge of one or more programming languages.
- Working knowledge of HTML, CSS, OpenURL link resolvers, ssh terminal emulators and file transfer applications (e.g PuTTY, WinSCP, FileZilla).

Interested applicants should send a cover letter, resume and three professional references to [Bor.jobs@la.gov](mailto:bor.jobs@la.gov).