

SYSTEM SPECIALIST
IMPLEMENTATION SERVICES

With over 25 years of partnership with the library community, Innovative Interfaces (www.iii.com) is the leader in providing Web-powered, Java™-based automated library systems. Its flagship product offering, Millennium, is installed in thousands of libraries in 42 countries around the world. The company is headquartered in Emeryville, California, with offices around the world.

Working individually and as members of implementation teams, System Specialists in the Implementation Services Department schedule and complete software installations of selected products for new and existing customers. The Systems Specialists assist customers with software installation inquiries, document and update procedures, and assist other implementation staff as required. This position is based in Emeryville, CA.

RESPONSIBILITIES:

- Complete software product installations through work order process in the Implementation Services Department.
- Schedule product installations with customers and other ISD staff members by telephone or e-mail.
- Report to customers when work is completed. Coordinate multi-part work orders with all appropriate staff.
- Work with ISD Managers and others to continually improve work order processes throughout the company.
- Document all work.
- Other duties as required.

REQUIRED:

- Demonstrated strong commitment to customer service.
- Demonstrated ability to work in a team-based environment.
- Knowledge of and experience with basic software applications such as word processors, email clients, etc.
- Excellent written and oral communication skills.
- Excellent troubleshooting skills.
- Ability to perform detail-oriented work effectively and accurately under pressure.

DESIRED:

- Experience working in a library setting or working with a library automated system.
- Experience with UNIX/LINUX operating systems.
- Experience with Java based programs on Microsoft Windows, LINUX, and/or Macintosh operating systems.
- Ability to speak and/or write in more than one language in addition to English, particularly Chinese, French, or Spanish.

Please send letter of application, and resume to:

MAIL: Innovative Interfaces Inc., ATTN: Job Code: SS
5850 Shellmound Way
Emeryville, CA 94608

FAX: 510-450-6396

E-MAIL: hrdept@iii.com

WEBSITE ADDRESS: <http://www.iii.com>

*Innovative Interfaces is an Affirmative Action/Equal Opportunity Employer
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