

SYSTEMS LIBRARIAN - WEB OPAC TEAM  
CUSTOMER SERVICES DEPARTMENT

For over 25 years, Innovative Interfaces has dedicated its energies to meeting the needs of libraries and the challenges of library automation. Core to this mission are trusted products including the Millennium integrated library management system, INN-Reach next-generation resource sharing, the Symposia digital repository, and Electronic Resource Management. Today, thousands of libraries of all types in over 40 countries rely on Innovative's products, services, and support. The company is located in Emeryville, California with offices around the world.

We are seeking an enthusiastic individual who enjoys working in a fast-paced, collaborative environment, who will provide telephone and e-support for Innovative's customers and perform effective technical troubleshooting of application issues. The position is based in the Emeryville office.

Responsibilities

- Provides extensive telephone and e-support for Innovative's customers using Innovative software on large multi-user UNIX systems
- Analyzes, troubleshoots, documents, and resolves application issues reported by customers using UNIX and proprietary utilities
- Works with customers with varying levels of technical expertise to effectively pursue and resolve issues in an expedient manner

Requirements

- MLS or other relevant degree, or equivalent work experience
- Minimum of one year experience in at least one of the following areas:
  - Library circulation department or library technical services
  - Software support or help desk
  - Website design/administration/troubleshooting
- Familiarity with Web technologies, such as HTML, XML, CSS, SSL, Open URL.
- Familiarity with automated library systems and information technologies
- Strong commitment to service
- Proven analytical and problem solving skills
- Facility for learning new software
- Detail-oriented approach with excellent follow-through
- Excellent written and verbal communication skills and a positive and professional phone manner
- Ability to work both independently and as part of a team
- Ability to work accurately under pressure in a fast-paced and changing environment

Desired

- Fluency in Spanish, Portuguese, French, Thai, or CJK languages
- Previous experience working with an Innovative system
- Previous experience working in a UNIX environment

Please send resume to:

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

FAX: 510-450-6396

E-MAIL: [hrdept@iii.com](mailto:hrdept@iii.com)

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

*Innovative Interfaces is an Affirmative Action/Equal Opportunity Employer*