

MARMOT LIBRARY NETWORK JOB DESCRIPTION

JOB TITLE: Quality Assurance & Support Specialist

CLASS: Exempt, full-time (40 hours/week)

REPORTS TO: Executive Director

PURPOSE:

The R&D Team develops, maintains, and supports web-based application software including Pika and Islandora.

The Quality Assurance & Support Specialist tests and supports web-based application software hosted by Marmot; and advises web coordinators and developers employed by member libraries in the configuration services hosted by Marmot. The Quality Assurance & Support Specialist also handles problem reports and service requests, and works with colleagues to maintain online services hosted by Marmot.

Provides technical support to and troubleshooting for existing implementations.

Works within a SCRUM development framework to plan and organize code releases. Is committed to continually improving processes and team communication.

Shares administrative duties with other team members to coordinate activities within the larger organization.

QUALIFICATIONS:

- MLIS (preferred), Bachelor's degree in a relevant program, or 4 years of relevant experience without a bachelor's degree.
- 1 to 2 years of experience in quality assurance, quality control, project management, or libraries.
- Demonstrable experience supporting a web-based application.

SKILLS, KNOWLEDGE, AND ABILITIES REQUIRED:

- Ability to discern specific problems in symptoms reported by non-technical users, and to explain technical material in non-technical terms
- Strong attention to detail
- Plan, conduct, and monitor the testing program
- Ability to turn requirements into a set of tests

- Ability to automate tests with meaningful verification points
- Investigate customer complaints and error reports
- Ability to assist in training of new Discovery Partners and provide ongoing training to existing members.
- Familiarity with integrated library systems, particularly Sierra by Innovative Interfaces; and catalog discovery layers, particularly Pika by Marmot Library Network or VuFind by Villanova University
- Agile development methodology (SCRUM)
- Ability to respond promptly to system emergencies

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Test and maintain the Pika open source application to serve as the online catalog for member libraries.
- Take technical direction from the SCRUM Master and others on the R&D team to develop functionality specified by the Product Owner.
- Assist in the configuration of new installations of Pika for Discovery Partners.
- Assist in the setup, configuration, and maintenance of active instances of Pika.
- Provide support for new Discovery Partner implementations.
- Engage with task forces and committees to understand general and specific requirements in conjunction with the Product Owner.
- Work in an “agile” development manner: demonstrating enhancements and fixes at regular intervals, accepting suggestions to fine-tune or start over with good cheer, and working with colleagues to prioritize development of the most valuable features soonest.
- Attend conferences and webinars to learn about new advances in library discovery and archives.
- Handle after-hours and weekend calls specific to Pika or the archive, in rotation with other staff.
- Assist Marmot staff in other projects or tasks as required

WORKING CONDITIONS:

- This job may be based at the Marmot office in Grand Junction or at a home office with good access to most member library locations.
- Occasional travel to library sites in Colorado in all but the most severe weather conditions
- Sit for extended periods while working at a computer
- See equipment and read manuals
- Speak and hear to communicate with staff, users, and suppliers

THE IDEAL MARMOT EMPLOYEE:

- A team player who engages well with others

- A patient, active listener eager to provide exemplary customer service
- A technology geek who can understand user needs and provide appropriate solutions
- Innovative, creative, and keen to explore new and emerging technologies
- Results-oriented, organized, systematic, and methodical
- Able to prioritize activities, and maintain a sense of humor
- A quick learner willing to tackle new problems and challenges