



**JOB POSTING:
DIGITAL LIBRARY TECHNICAL SPECIALIST
UI INTEGRITY CENTER – NASWA**

The National Association of State Workforce Agencies (NASWA) is seeking to hire a full-time Digital Library Technical Specialist to support the Knowledge Exchange Digital Library. This is a remote work/teleworking position. Occasional domestic travel may be required to assist at conferences, meetings, or trainings.

Project Description

The Unemployment Insurance Integrity Center (Center), a division of NASWA, has been formed in partnership with the U.S. Department of Labor (USDOL) Office of Unemployment Insurance and the New York State Department of Labor to provide innovative tools, training, and support to states in their efforts to reduce improper payments and combat unemployment insurance (UI) fraud. Among other projects, the Center is tasked with establishing the Knowledge Exchange Digital Library, which was implemented recently, in July 2017.

The central purpose of the Library is to provide easy access to resources that will support state UI agencies in their efforts to reduce improper payments and fraud, and promote program integrity. There also is a potential opportunity to help the library expand beyond its current sole focus on unemployment integrity, to include content pertaining to all of the program areas that NASWA services, including the unemployment program in general, and workforce and its related programs (such as TANF, vocational rehabilitation, etc).

Responsibilities

The Digital Library Technical Specialist will report to the Center Project Manager who leads on the Digital Library task. In collaboration with one other Digital Librarian, s/he is responsible for the following:

- Serving as the Technical Lead on the Digital Library project, which may include:

- Working with other members of the Digital Library team to develop recommendations and a strategic plan for the development and/or enhancement of library features and resources. Also may develop / enhance the library platform directly.
 - Serving as the primary point of contact with library development vendors.
 - Monitoring the library for emergent bugs, issues, or suspicious activity, spearheading problem resolution.
 - Leading the testing of new features.
 - Collaborating in updating and enhancing policies and procedures for platform security.
- Assisting with daily library operations, including: reviewing library administrator reports (link checker, chat, usage statistics, etc) and addressing any issues identified therein; reviewing, adding, or removing library content; providing technical, research, and reference support to library users;
 - Assisting with the continuous curation of resources for the Library. This will include seeking and identifying resources of interest, and ensuring that all needed permissions are in place. This also will include assisting with the process of developing resources for the library.
 - Assisting in the development and execution of ongoing marketing strategies, as needed.
 - Diplomatically interacting with project stakeholders and learning about their user needs and concerns relative to content, features, security, and other aspects of the digital library experience.
 - Contributing to weekly and monthly project status reports.
 - Assisting in updating and maintaining policies and procedures for digital library collections, contributions, and archiving.
 - Occasional travel may be required, for relevant meetings, trainings, and events.
 - Other duties as assigned.

Qualifications

Education:

Master's Degree in Library and Information Science; or minimum of Bachelor's in Computer Science (or related) degree program.

Experience, Skills, and Abilities:

- Experience in planning, developing, launching, managing, and/or supporting digital library(ies).
- Strong working knowledge of library tools, methods, and/or practices for collections, cataloging, indexing, licensing and rights, security, and archiving required.
- Experience with the DSpace platform **strongly** preferred; recent experience preferred.
- Experience with metadata schemas required; experience with Dublin Core **strongly** preferred.
- Strong technical knowledge and related skills are required, including any or all of the following: web site development, repository platform development, coding languages (HTML, CSS, JavaScript, XML, MySQL), harvesting technologies, database development and/or management, and API integration.
- Must have strong understanding of user experience optimization; solid understanding of user authentication (single sign-on) protocols also would be helpful.
- Experience with library chat technology; LibAnswers with LibChat (by SpringShare) preferred.
- Strong organizational, interpersonal, communication, and time management skills.
- Must be self-starter who excels at working both independently and as a member of a team; comfortable working in a virtual environment.
- Flexibility and problem-solving abilities to accommodate changes in direction and to strategize solutions to emergent issues.
- Professionalism is a must.

Application Process:

Interested applicants should submit a résumé (which includes a detailed section specifying technical skills and experience) and cover letter to:

Sara Hall Phillips

Project Manager, UI Integrity Center

National Association of State Workforce Agencies

shallphillips@naswa.org

The application deadline is 11:59 pm ET, Wednesday, December 13, 2017.

NASWA is an equal opportunity employer.