MCLS is a non-profit, member-driven organization whose mission is to facilitate sharing resources and to collaborate with other organizations to benefit Michigan and Indiana libraries.

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POSITION: MeLCat Support & Training Specialist

Primary Responsibilities:

Participate as an active, effective member of the Shared Library Systems team. Assist with planning, implementing, and supporting MeLCat including through training.

Characteristic Duties:

1. Provide support to MeLCat participants through the MeLCat helpdesk
2. Provide support to RIDES participants through the RIDES helpdesk
3. Plan, organize, and coordinate MeLCat training (in-person and virtual)
4. Develop training materials
5. Coordinate documentation efforts for MeLCat
6. Assist with planning for new MeL services and implementation of enhancements
7. Work on other MeL components or other projects as assigned

Related Duties:

1. Attend MCLS virtual staff meetings; some travel to in-person meetings/trainings, or in-service meetings
2. Attend Shared Library Systems staff meetings
3. Present updates at conferences, meetings, etc.
4. Attend seminars and workshops related to professional growth
5. Participate in cross-functional MCLS committees as needed
6. Other duties as assigned

Qualifications:

1. Bachelor's degree required
2. Residency in Michigan (hybrid work environment)
3. 4 or more years of experience working with libraries or library staff desired
4. Excellent verbal and written communication and strong attention to detail
5. Excellent problem-solving skills
6. Experience with technology training and support
7. Courteous and professional demeanor
8. Demonstrated ability to work independently as well as collaboratively
9. Experience with all components of Microsoft Office
10. Valid driver's license
11. Ability to travel within Michigan/Indiana as needed

Compensation:

Full-time position with benefits; minimum: $24.00/hour (non-exempt)

Supervision Received:

Supervision received from the Manager of Shared Library Systems

Supervision Exercised:

None