

Job Description

Position Title: DevOps Specialist	Department: DTS
Date: September 1, 2017	Reports to: Director-Technology Services
Status: Exempt	(with dotted line to ArchivesSpace Program Team)

Summary Description: The DevOps Specialist is responsible for providing technical support to the ArchivesSpace community, including application users and the ArchivesSpace program team.

Job Responsibilities: The duties listed below are intended only as illustrations of the range of work that may be performed. The omission of specific tasks does not exclude them from the position.

- Assist ArchivesSpace community members with various technical issues, including:
 - Installing/deploying the ArchivesSpace software platform
 - Upgrading to new versions
 - Migrating data to and from the system
 - Troubleshooting performance issues
 - Responding to support ticket requests
 - Resolving bugs either through support or code development
- Coordinate software releases
- Work with the core committers group
- Contribute to the technical FAQs/other technical documentation within areas of support expertise
- Provide technical expertise in the development of training resources
- Be active on the Users Group listserv and on appropriate subteams of the Technical Advisory Council
- Over time, this position will support LYRASIS hosting clients
- Perform other duties as assigned

Experience and Training

Required

- Bachelor's degree in a related field
- 2 years of software development and/or technical support experience
- Experience in open-source software development and cloud-deployment practices
- Experience with multiple platforms (Linux, Mac, Windows); MySQL, Java, Ruby, and Apache Solr
- Interest in or experience with coding to assist with bug fixes, tools and reports
- Strong customer service orientation and interpersonal skills
- Effective oral and written communication skills

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- Strong analytical and problem-solving skills
- Ability to effectively manage multiple priorities
- Ability to work independently and as a member of a team

Preferred

- Familiarity with ArchivesSpace, or other archival/collection management system
- Familiarity with XML DTDs and schemas; Encoded Archival Description (EAD) and MARCXML
- Non-profit experience
- Experience migrating data across applications
- Experience with web-based and remote working technologies, and MS office products
- Knowledge of one or more programming languages, Java especially

Accountability:

- Providing accurate information and support to libraries, archives, museums and other information agencies using products supported by LYRASIS.

Internal/External Communications:

- Communicate regularly with hosting clients and community members, formally and informally, on a wide variety of issues, in writing via email or listserv, and telephone
- Communicate regularly with other departments at LYRASIS in regard to support services

Physical Demands:

- Travel (up to 10%) by air and car
- Must have a valid drivers' license and good driving record
- Able to lift at least 40 pounds and transport luggage
- Able to operate computer equipment

This position is part of a geographically and institutionally distributed team, and, as such, applications from candidates interested in telecommuting are welcome.

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