

## **Application Support Specialist**

LYRASIS seeks a highly motivated, experienced Application Support Specialist to contribute to our dynamic, fast-growing open source support and technology services department.

The Application Support Specialist will provide excellent care to our member customers by assisting in all aspects of supporting and troubleshooting Evergreen library software. The candidate will also be called upon to support other products within the LYRASIS Technology Services suite. The ideal candidate will be a flexible, detail-oriented self-starter able to work well under pressure while maintaining a commitment to excellent customer service. Hours are 8:30 a.m. to 5:00 p.m. in our Atlanta office, with occasional after-hours work and flexibility to work from home.

### **About LYRASIS Technology Services**

LYRASIS Technology Services (LTS) is a new suite of services and support from LYRASIS. LTS emphasizes open source technologies. We currently offer hosting and application support of cost-effective discovery layers, consortial borrowing automation systems, and institutional repository software. Evergreen provides back end services to libraries and library consortia. Visit <http://www.lyrasis.org> for more company information or <http://www.evergreen-ils.org> to learn more about Evergreen.

#### **Skills Required:**

- Experience with administrating and troubleshooting Linux operating systems in a command-line interface
- Experience providing exceptional email and telephone support to end-users using Microsoft Windows
- Experience with HTML, CSS, Javascript, Perl and Apache
- Familiarity with public and/or academic library operations and standards
- Experience with administrating and troubleshooting PostgreSQL.

#### **Skills Preferred:**

- Experience with Evergreen, DSpace or Drupal in a library or higher education environment.
- Manipulation of XML documents with XPath and XSLT
- Experience with Z39.50 information retrieval protocol

#### **Additional Qualifications:**

Strong technical skills and the desire to stay abreast of new leading edge technology, the desire to participate in open source activities, and the ability to communicate with a wide variety of stakeholders.

**Salary:** Commensurate with experience

#### **Benefits:**

LYRASIS' attractive benefits package encourages a harmonious work/life balance including flextime, medical, dental, vision, disability and life insurance coverage plans, a company-matched 403B savings plan, annual and sick leave, tuition reimbursement, flexible spending accounts, as well as flexible work hours in a virtual work environment.

#### **Company Profile:**

Created in April, 2009 by the merger of PALINET and SOLINET and joined shortly thereafter by NELINET, LYRASIS is the nation's largest non-profit regional membership organization serving

libraries and information professionals. Serving more than 6,000 institutions, the diverse LYRASIS membership is located primarily in the Mid-Atlantic, Southeast, New England and West regions,

LYRASIS is an Equal Opportunity Employer. Qualified applicants may submit resumes to Paquita V. Morris, Director of Human Resources at [human.resources@lyrasis.org](mailto:human.resources@lyrasis.org) or via fax at 404.892.7879.

***LYRASIS reserves the right to alter the position overview, with or without notice to the employee. This position overview is not a contract of employment and does not alter the employment relationship. Finally, every position overview is subject to modification to reasonably accommodate persons with disabilities.***