



U.S. Senate
Office of the Secretary

HUMAN RESOURCES

Vacancy Announcement

POSITION:

**DIGITAL SERVICES AND USER EXPERIENCE
COORDINATOR**

DEPARTMENT:

Senate Library

SALARY RANGE:

\$78,018 - \$120,930

CONTACT

Applications for the position must be submitted online; see the link below. If you need an accommodation to submit an application for this position, please contact Human Resources at 202-224-3625 or stop by the Human Resources office at SH231B.

**FEDERAL RELAY
SERVICE**

Speech/Hearing impaired persons may contact the Federal Relay Service at 1 (800) 877-8339 TTY

POSTING DATE:

October 19, 2017

**DEADLINE FOR
APPLICATIONS:**

November 2, 2017 Applications will NOT be accepted after 11:59 p.m.

The online application can be found in the Employment section of Senate.gov - <http://www.senate.gov/employment>.

All applicants should complete a Secretary of the Senate Application for Employment and attach a cover letter and current resume to the Human Resources Department at the link listed above. Qualified candidates will be contacted if selected for an interview. Do NOT mail. No phone calls please.

**VETERANS'
PREFERENCE:**

Hiring for this position will be governed by the Veterans Employment Opportunity Act of 1998 ("VEOA"), as made applicable by the Congressional Accountability Act of 1995. Pursuant to the VEOA, qualified applicants who are not current employees of the Office of the Secretary of the Senate and who are disabled or who have served on active duty in the Armed Forces during certain specified time

periods or in certain military designated campaigns (“veterans”) may be eligible to receive a preference over non-veterans in hiring decisions. Family members of veterans may also be eligible to receive a veterans’ preference if the veteran cannot claim his or her veterans’ preference.

To be eligible for a veterans’ preference, applicants must meet all of the requirements set forth in the VEOA and applicable regulations. Those eligibility requirements are summarized in the Application for Veterans’ Preference, which may be obtained by visiting:

http://www.senate.gov/employment/resources/pdf/SOS_VeteransPreference.pdf.

If claiming a veterans’ preference, an applicant must indicate that he/she is preference eligible on the application or resume and must submit a completed copy of the Application for Veterans’ Preference along with the supporting documentation specified on that form. If the Office of the Secretary of the Senate does not receive the Application for Veterans’ Preference and supporting documentation by the closing date, the applicant’s claim for a veterans’ preference may be denied.

Applicants may obtain a copy of the Office’s Veterans’ Preference in Appointments policy by submitting a written request to vets@sec.senate.gov.

Individuals who are entitled to a veterans’ preference are invited to self-identify voluntarily. This information is intended solely for use in connection with the Office of the Secretary of the Senate’s obligations and efforts to provide veterans’ preference to preference-eligible applicants in accordance with the VEOA. An applicant’s status as a disabled veteran and any information regarding an applicant’s disability, including the applicant’s medical condition and history, will be kept confidential and will be collected, maintained and used in accordance with the Americans with Disabilities Act of 1990, as made applicable by section 102(a)(3) of the CAA, 2 U.S.C. §1302(a)(3). An applicant who declines to self-identify as a disabled veteran and/or to provide information and documentation regarding his/her disabled veteran’s status will not be subjected to an adverse employment action, but the individual may be ruled ineligible for a veterans’ preference.

All applicants should submit a Secretary of the Senate Application for Employment (and, if applicable, Application for Veteran’s Preference and supporting documentation specified on that form), cover letter and current resume to the Human Resources Department at the above address. Qualified candidates will be contacted if selected for an interview. Do NOT mail. No phone calls please.



**UNITED STATES SENATE
OFFICE OF THE SECRETARY**

DIGITAL SERVICES AND USER EXPERIENCE COORDINATOR

Department: Senate Library

Reports to: Senate Librarian

NATURE OF WORK

This is professional work managing the digital services of the Senate Library. Work includes leading the Library's digital services teams; coordinating the online presentation of the Library's research resources and services; ensuring the ease of use, accessibility, and functionality of Library websites; managing internal platforms delivering information services to Senate staff; providing technical support and training to Senate staff on enterprise-wide Senate Information Services (SIS) program research databases; and serving as a member of the Library's SIS program management team with shared responsibility for proposal review, content evaluation, and oversight of enterprise-wide online research services. Work is bound by the World Wide Web Consortium (W3C) standards for HTML, CSS, and XML; Usability.gov guidelines for government websites; ADA accessibility standards for websites; and the NewsML news metadata standard; Secretary of the Senate policies and procedures; the *U.S Senate Handbook*; and the *Senate Ethics Manual*, but requires independent judgment in setting priorities and handling assignments. Work is performed under the general direction of the Senate Librarian.

ESSENTIAL FUNCTIONS

Administers the Senate Library's digital services to enhance information access for Senate staff, including coordinating the online presentation of research resources and services; managing Senate-specific customizations of commercial research platforms; setting requirements for the information architecture, design, functionality, and usability of Library websites; evaluating site performance and recommending enhancements to Library websites and enterprise-wide hosted research portals; implementing and maintaining a standard information architecture, including site organization, taxonomy, naming conventions, design, layout, style sheets, and coding; writing and maintaining documentation of policies and procedures for conducting website maintenance; supporting and training Library staff responsible for creating and posting website content; and coordinating the implementation of approved website enhancements, as required, with vendor representatives, the Office of Web Technology (OWT), the Secretary of the Senate's Office of Information Systems (SOS IT), and technical support personnel in the Office of the Sergeant at Arms (SAA).

The statements contained herein reflect general details necessary to describe the principal functions of this class, knowledge and skill typically required and the physical demands and working conditions, but should not be considered an all-inclusive listing of work requirements.

PB: 10

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Manages technologies that support the delivery of reference services; sets requirements for the functionality, performance, and usability of technologies for internal Library use in communication, collaboration, document management, and the intake of information inquiries received by reference librarians; coordinates the review and evaluation of available products and services; prepares recommendation reports for review by the Librarian and Head of Reference and Information Services; assists in the implementation of new technology and trains Library staff in its use; coordinates the implementation of system enhancements; creates and updates user documentation; and provides technical support for internal services used by Library staff for the delivery of reference services, working with SOS IT, OWT, and vendor staff, as required.

Leads Library teams that develop and implement enhancements to digital services and information services platforms; provides performance feedback and guidance to team members; prioritizes tasks; makes work assignments for team members in consultation with the Head of Reference and Information Services, the Access Services Librarian, and the Head of Technical Services; communicates requirements for Library web development and programming projects to OWT staff; works to maintain the consistency of the Library's informational messaging and branding between online and print materials; posts regular updates to promotional, news, and feature content on Library websites.

Provides in-depth technical support for SIS program online research services; customizes SIS platforms to assist Senate staff in tracking news and publishing news clips about Senators, committees, and topics; tracks technical support incidents for all SIS program online research services.

Supports the delivery of training for Senate staff in the use of Senate-wide online research services. Work includes developing, teaching, and coordinating the scheduling of course offerings in conjunction with SIS program vendors and other Library trainers; participating in office outreach activities and the posting of training announcements on Library websites to facilitate awareness of training options; monitoring the effectiveness of training by reviewing course evaluations and feedback on training preferences; maintaining current awareness of developments in instructional technology used in the delivery of instructional content.

Serves as a member of the Library's SIS program management team with shared responsibility for proposal evaluation, content review, and oversight of enterprise-wide online research services; gathers feedback from Library staff participating in new product trials, coordinates the collection and analysis of statistics and user feedback on Library digital services and enterprise-wide research services; drafts testing protocols and survey instruments for web usability studies, user surveys,

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and focus groups; makes recommendations for changes to digital services and SIS platforms; and assists the Senate Librarian with budget justifications for purchase, renewal, or replacement of enterprise-wide online research services.

Maintains current knowledge of the Senate Library Office's Emergency Action Plan (EAP) and Continuity of Operations (COOP) plan; participates in periodic exercises and drills.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Work is performed in an office environment that involves everyday risks or discomforts, requiring normal safety precautions when performing the work. Work requires frequent walking, standing, bending and carrying items 25 pounds. Must demonstrate physical mobility, manual dexterity for shelving, and the ability to use a ladder for retrieval of materials from overhead book stacks and microform drawers. Position may require a varied schedule to perform periodic system updates, upgrades, and system maintenance. This position may be required to support the Senate when in session and is therefore subject to the Senate floor schedule requiring working extended and unscheduled hours periodically as dictated by the Senate.

MINIMUM QUALIFICATIONS

Work requires a Master's Degree in Library Science from an ALA accredited program with five to eight years of experience in library team leadership; evaluation of website usability and user experience; website information architecture, content creation, and management; and electronic resources management that provides the following knowledge, skills, and abilities:

Knowledge of commercial research services and electronic resources management systems. Familiarity with Library and Senate-wide research services is preferred.

Knowledge of World Wide Web Consortium (W3C) standards for HTML, CSS, and XML; Usability.gov guidelines for government websites; ADA accessibility standards for websites; and the NewsML news metadata standard.

Knowledge of applicable word processing, spreadsheet, presentation, and conferencing applications; file transfer methods; image manipulation; content management systems; and server backup and remote support management tools.

Ability to write HTML and CSS code using standard text and webpage editing tools.

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Ability to work effectively and cooperatively in a team setting, both within the Library and outside of organizational lines.

Knowledge of accepted supervisory and management practices.

Ability to plan, set, and manage project goals, work requirements, evaluate work product, multitask, and meet deadlines.

Knowledge of news tracking and clipping platforms, news database searching and sources, and news industry trends.

Ability to access, select, evaluate, and use various traditional and online research resources.

Skill in crafting research database searches.

Ability to teach database research to diverse groups of patrons, develop instructional materials, and provide support in response to research inquiries.

Ability to understand and apply technical problem-solving skills to resolve customer support inquiries and to relay technical issues to technical support personnel as well as to customers with limited technical skill.

Ability to administer and troubleshoot Library computer systems and programs.

Knowledge of the Senate as an institution.

Knowledge of the federal government, the U.S. legal system, U.S. politics, and American history.

Knowledge of Congress, the legislative process and procedures, and congressional documents.

Knowledge of the resources, organization, and classification schemes of the Library of Congress.

Ability to organize, compile, interpret, and present research data.

Ability to communicate effectively, both orally and in writing.

Ability to provide prompt, responsive, and courteous customer service.

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Ability to maintain confidentiality.

LICENSES, CERTIFICATIONS, AND OTHER REQUIREMENTS

None.

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