**Academic Semester:** Summer 2013 (minimum 100 hours)

**Title:**  ILS Application Support Specialist Intern

**Project Description:**

The Support Specialist will work with Site Manager Specialists to assist customers using Polaris Integrated Library System (ILS).  The Specialist will also help identify common customer questions and create FAQs for Polaris staff. The available specialties include:

* Cataloging / Technical Services
* Circulation / Patron Services
* Public Access Interface (online interface for patrons)

**Qualifications:**

* Excellent communication skills, both verbal and written.
* Strong commitment to service, as well as proven problem solving skills.
* Outstanding interpersonal skills
* Familiarity with library data and library workflow

**Additional Information:**

* Polaris can offer flexibility in scheduling hours.
* The Intern will work during regular business hours (Monday-Friday, 8:30-5:00) so as to consult with Polaris staff at the company’s headquarters at 103 Commerce Boulevard, Suite A, Liverpool, NY.
* The Intern will in the Polaris Customer Support Department.