

JOB DESCRIPTION

Job Title: Information Technology Manager

FLSA Status: Exempt

**Salary Grade
and Salary
Range:**

Grade 109 - Hiring Range
\$86,618.49 - \$106,107.65

Cultivate Curiosity. Enlighten the Mind. Strengthen the Community.

Job Overview

The Information Technology Manager sits on the Executive Leadership team and will be a hands-on working manager. This position supports the successful analysis, design, and implementation of all library systems, including networks, servers, telecommunications, integrated and automated systems, internet, hardware, and software. This manager is responsible for meeting the technology needs of the library and its constituencies by evaluating requirements, selecting and purchasing resources, and coordinating the implementation of automated systems and upgrades.

In addition, the manager contributes to strategic initiatives and IT related capital project planning, ensuring that technology, and infrastructure decisions align with long-term organizational goals. Responsibilities also include supporting managers and employees with training, documented procedures, and troubleshooting. The incumbent develops and supports all technology, and IT related project efforts necessary to sustain a vibrant, responsive, and welcoming library.

Essential Functions

1. Systems Administration and Data Management

- Provide hands-on leadership, and oversight for the library's technology infrastructure, working with the Library Information Technologist II.
- Ensure secure, reliable, and efficient operation of all technology platforms through strong cybersecurity practices, system monitoring, backups, and disaster recovery planning.
- Guide the selection, licensing, and implementation of software and hardware solutions to meet organizational and community needs.
- Anticipate and assess future technological trends, including artificial intelligence and emerging tools, and evaluate their potential to enhance library operations and services.
- Collaborate with staff, leadership, and the community to identify technology priorities, ensuring equitable access to resources that support learning, engagement, and productivity.
- Lead and support the adoption of AI Engineering practices, including guiding teams in the effective use of AI tools and fostering the development of AI-related technical skills across the organization.

2. Department Management

- Supervises and provides leadership to all IT team members, guiding their efforts in managing both IT infrastructure and forward-facing IT support for patrons and staff.
- Interview applicants, hire, train, assign tasks, assess performance and evaluate staff.
- Uphold policies and procedures and make decisions to establish, monitor and enforce practices and procedures.
- Contribute to the professional development of staff by giving routine feedback, mentoring, and providing educational opportunities via webinars and conference attendance.
- Hold regular department staff meetings.
- Evaluates the work of direct reports, offering consistent and constructive feedback to ensure quality programming and professional growth.

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- Models exceptional customer service and professionalism in all interactions.
- Fosters collaboration and communicates effectively within the department and across the organization, to ensure robust support for all Clearview Library District employees and patrons.

3. Visioning, Leadership and Capital Project Management

- Participate in strategic planning, facilities planning, and service design to align technology initiatives with organizational goals and community needs.
- Contribute to planning and implementation of technology components in construction, renovation, and infrastructure projects.
- Provide input on networking, telecommunications, audiovisual, and security systems to support long-term growth.
- Engage in Executive Leadership team meetings, and stakeholder discussions to represent library technology priorities and explore future-focused solutions.

5. Budget and Resource Management

- Direct budgeting and resource allocation for technology systems to ensure sustainability, compliance, and strategic investment.
- Manage IT contracts and vendor relationships.
- Monitor expenditures and ensure responsible use of public funds.
- Identify efficiencies and cost-saving opportunities.
- Work closely with the Finance Manager and Director to develop and maintain a technology upgrade and replacement schedule and budget.

6. Other duties and assigned.

Incumbents will be required to work evenings and weekends, be on call, and travel to external events.

Autonomy

Defines guidelines and results to be achieved within the IT Department. Assists in developing and communicating the overall direction for the Library. Completes work independently with full discretion.

Supervisory Responsibility

Full supervision of Supervisory and non-supervisory employees in the IT department, including hiring and firing recommendations and performance management responsibilities.

Education and Experience Required

- Undergraduate Degree in Library and Information Systems, Computer Science, or closely related field, strongly preferred OR equivalent experience, credentialing, or certification.
- Five (5) or more years of progressive experience with technology hardware and software and systems, preferably supporting a library system.
- Two (2) or more years of supervisory experience for a department within a library system, customer service and/or non-profit organization highly desirable; or, any equivalent combination of education and experience.
- Google Work Space Administration certification strongly preferred.

Knowledge, Skills, and Abilities

- Thorough knowledge of library technology, understanding a wide variety of disciplines, operations, and practices of public library systems.
- Embraces a flexible mindset to navigate evolving organizational structures, priorities, and processes with resilience and effectiveness.
- Excellent oral and written communication.
- Experience in setting library policies and procedures related to computer use, patron privacy, records retention, and other policies related to technology in a public library.
- Demonstrates the ability to quickly adapt to changing priorities, environments, and business needs while maintaining high performance and attention to detail.
- Knowledge of library databases and online catalogs (i.e., WorldCat, ProQuest, Aleph, etc.) to support employee's effective use and processes to ensure productive customer assistance.
- Knowledgeable in current library technologies and adaptable to changing technologies and procedures to accommodate and facilitate evolving library and customer needs.
- Practical working knowledge of supervisory methods, including work delegation, scheduling, evaluating performance and maintaining morale.
- Demonstrated ability to think analytically, exercise initiative, and act in the best interest of the library.
- Effective in leading and working with a wide range of constituencies including library board, community organizations and local governments.
- Knowledge of networking, telecommunications, audiovisual, broadcast, and conferencing technologies (e.g., Zoom, sound systems) to support effective communication and programming.

Work Environment

Position may require being up and moving around Library locations and, at times, stationary at work station. The job requires stooping, bending, squatting, and stretching. Occasional lifting up to 25 pounds may be required. Required to use motor coordination with finger dexterity (with keyboard, shelving), eye-hand coordination, data entry, and computer use for accessing information. Should be conscious of appropriate ergonomics and workstation setup.

This general outline illustrates the type of work that characterizes the job. The statements in this job description are not intended to be an exhaustive list of all responsibilities and qualifications required of the job.

Date Updated: May, 6, 2026