

**Job Title:** IT & Technical Services Manager

**FLSA Status:** Exempt **Salary Grade:** 9 - \$87,343 - \$126,637

## Cultivate Curiosity. Enlighten the Mind. Strengthen the Community.

### Job Overview

The Information Technology & Technical Services Manager will support the successful analysis, design, and implementation of all library systems including networks, servers, telecommunications, integrated and automated systems, internet, hardware, and software. Responsible for meeting the technology needs of the library and constituencies by evaluating requirements, selecting and purchasing software and hardware to support the library and its programs. Anticipate and fulfill future needs for software and hardware upgrades including acquisition of new technologies. Coordinate the implementation of all automated library systems and upgrades. Maintains the wired and wireless networks. Support managers and employees with training, documented procedures, and troubleshooting technical problems. The incumbent will develop and support all technology efforts necessary to maintain a vibrant and welcoming library.

### Essential Functions

#### 1. Technical Guidance and Support.

30%

- Serve as the system administrator for the library's network, network servers, integrated library system (ILS). Network administration includes public, private, wireless, and VPN networks, firewall, telecommunications, and filtering. Responsible for software licensing including Microsoft Volume, third party products, self-checkout units, security software, laptop vending machine, LAT dispensing system and network printers.
- Evolve the infrastructure and systems and implement new techniques and services to meet the short and long term needs of an advanced, technological, and growing population, as appropriate. Develops and provides training on library products and tools to the staff and public. Advises and consults with library staff to maximize effective use of technology.
- Oversee the production of statistical reports. Create reports and extract management data from library software as needed. Assist colleagues in designing and running statistical reports. Prepare usage and statistical reports for status and information to management.
- Manage building security system software.
- In coordination with the Communications Specialist, responsible for the library website's design, development and maintenance.
- Maintain servers, hubs, routers, wired and wireless networks. Troubleshoot computer and software problems to ensure they are working effectively (e.g. ILS system, online databases, etc. Ensure technology is available for customer access and employee productivity. Maintain and backup staff computers and files.

#### 2. Visioning & Leadership. Attend weekly management team meetings. Assist with strategic planning and facilities planning. Attend meetings with the building/remodeling team.

25%

#### 3. Supervision. Provide day to day direction to department employees. Interview applicants, hire, train, assign tasks, assess performance and evaluate staff. Communicate 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.

20%

## JOB DESCRIPTION

<b>4. Budget and Purchasing.</b> Responsible for forecasting and preparing the information technology budget, purchases, ordering computer supplies and equipment. Analyze needs, plan solutions, order and implement required hardware or software. Oversee vendor negotiations and relationships. Coordinate Universal Service applications and reporting processes.	<b>15%</b>
<b>5. Professional Development and Learning.</b> Stay current on emerging technology trends. Take responsibility for own professional development. Participate in professional organizations; attend webinars, technology and/or library conferences, meetings, workshops and trainings.	<b>10%</b>
<b>6. Other duties as assigned.</b>	
<i>Incumbents may be required to work nights and/or weekends and travel to external events.</i> <b>Total</b>	<b>100%</b>

## **Autonomy**

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

## **Supervisory Responsibility**

Full supervision of non-supervisory and supervisory employees including hiring and firing recommendations and performance management responsibilities.

## **Education and Experience Required**

Master's Degree in library science, computer science, systems or information technology preferred, and ideally an undergraduate degree or studies in Computer Science.

Three or more years of progressive experience with technology hardware and software, preferably supporting a library system.

Two or more years of supervisory experience for a department within a library system, customer service and/or non-profit organization.

Or, any equivalent combination of education and experience substituting on the basis of one year of experience for each year of education.

## **Knowledge, Skills, and Abilities**

- Thorough knowledge of library technology, understanding a wide variety of disciplines, operations, and practices of public library systems.
- Proficient in Microsoft Office products to compile, analyze data, write reports, and to support effective employee use.
- Excellent oral and written communication.
- Experience with an Integrated Library System.
- Expert knowledge of library policies and procedures; ability to clearly and courteously communicate policies to patrons and staff as necessary.
- Knowledgeable 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.
- Maintains current knowledge of library trends, materials, practices, techniques and technology; exhibits a willingness to learn other applications as needed
- Thorough knowledge of and well versed in troubleshooting computers, photocopiers, network connections, etc.
- Excellent organizational skills with a high degree of attention to detail

## **Work Environment**

Position requires being up and moving around the Library and at times stationary at work station. The job requires stooping, bending, squatting, stretching. Occasional lifting, such as three or four reams of paper, four or five books, or other materials (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 work station 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.

Revised Nov. 15, 2021