



Job Description

Manager of Information Technology Services Administrative Services

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| Job Title: | Manager of Information Technology Services |
| Reporting To: | Public Service Administrator, Library Director |
| Responsible For: | IT Services, Desoto Parish Library |
| Job Purpose: | This position performs a variety of clerical and technical duties. Assignments typically involve checking out and receiving materials; receiving payments; providing general information to patrons and maintaining the Library in an orderly fashion. |

LEVEL OF AUTHORITY:

Reports to Library Director, Public Service Administrator. Contacts normally include Library Director, administrative, branch managers and staff, outside vendors, and staff in other libraries and organizations.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

Performs routine and repetitive duties independently with only general supervision and according to well-known practices and procedures. This is an advanced and highly responsible professional position responsible for the management of the Library's IT infrastructure. The incumbent leads and coordinates financial, technical, and human resources needed to implement technology strategy and solutions to support the Library's mission. Responsibilities include: ensuring the effective and efficient operation of Library IT infrastructure; overseeing the day-to-day maintenance of library's information systems; managing help desk operations; providing hands-on network engineering in support of network management and operations; advising senior Library leadership on IT strategy and objectives; and serving as member of task forces and committees related to technology.

Examples are illustrative of this class of work; they are not intended to include all of the essential duties of all positions in this class. Certain conditions, e.g. economic constraints, staffing patterns, changes in system/branch goals and objectives, etc., may necessitate changes to the duties described in this job description.

NEW TECHNOLOGY INNOVATION

- Knowledge of Desoto Parish Library, its purposes, services, customers, etc.
- Understanding, interpreting and disseminating information concerning new technologies
- Staying current with new technologies through attendance at conferences and workshops
- Reading professional publications and establishing personal networks
- Planning, coordinating and providing training on new technologies
- Ability to plan, organize, coordinate, and deliver instruction to diverse audiences
- Ability to communicate effectively to both technical and non-technical audiences

SYSTEM ADMINISTRATOR

- Assist in planning, implementing, and managing the library's computer network.
- Performs routine installation, maintenance, and troubleshooting of all library computers and equipment
- Loads new software and patches on PC's and servers on a routine basis
- Configures and test networking software and operating system software
- Monitors network performance in order to determine whether adjustments need to be made and to determine where changes will need to be made in the future
- Assist in planning, implementing, managing and monitoring video surveillance system
- Assist in planning, implementing, managing makerspace program.
- Management of firewalls, filer, routers, switches and related resources to maintain a high-level uptime of network
- Assist in developing and implementing network security measures in order to protect data, software, and hardware
- Interacts directly with system vendors, service technicians, to correct system software and hardware problems
- Confer with Director (or Public Services Administrator) about solving system problems
- Assists Public Services Administrator in maintaining computer documentation such as computer inventory and configurations, maintenance records, etc.

COMPUTER TECHNICIAN

- Installs, configures, upgrades, troubleshoots and repairs applicable software
- Troubleshoots problems with computer systems, including troubleshooting hardware and peripheral equipment problems; makes repairs and corrections where required
- Work with various vendors to resolve repair issues on all computers and peripheral equipment which have maintenance agreements

WEB PAGE DEVELOPMENT AND MAINTENANCE

- Assist in the determination of overall Web site
- Assist in design, develop, support and maintain web pages
- Review and test pages developed as required
- Maintain and update web pages as needed
- Monitor Web site functionality, security, and integrity
- Continuous maintenance and improvement of the content, design and technology on the website
- Support phone calls and emails from end-user library patrons and or staff relating to compatibility and/or usage issues

OTHER DUTIES

- Is readily available to staff for consultation and help
- Trains new staff carefully and thoroughly
- Keeps staff informed of all matters pertaining to library's involvement in technology
- Sets tone for, demonstrates and motivates others to provide courteous and effective public service and public relations
- Performs related work as required by Supervisor

STRATEGY AND PLANNING

- Develops and remains current in emerging technologies.
- Develops technology work plans to implement library strategic technology initiatives.
- Responsible for planning, preparing and oversight of operating budget that addresses all technology-related costs (e.g. hardware, software, licensing, contracts, etc.)
- Evaluates and improves IT infrastructure elements.
- Reports to library director or Public Administrator on technology projects, budget and timelines related to IT issues

COMMUNICATION/COLLABORATION

- Serves on committees to provide technology expertise when technology related.
- Coordinates and collaborates with branch, public services, and marketing staff as required to deliver technology services.
- Coordinates and collaborates with managers to assess needs for technology training.
- Serves as contact for agencies, technology groups and manages vendor relations to provide technology services and support.

OTHER DUTIES AS ASSIGNED

Performs tasks and duties which may not be specifically listed in the position description, but which are within the general occupational category and responsibility level typically associated with the employee's class of work.

ACCOUNTABILITIES:

- Plans, develops, manages and implements the operations of all library technology programs, systems, networks, and telecommunications, and makes recommendations to the Library Director and Public Administrator
- Plans, develops, evaluates, reviews and recommends new library technologies to be integrated with, or supplement the Library's systems and telecommunications network.
- Contributes ideas that improve the Library's Information Technology service.
- Performs work in keeping with professional standards and the policies and procedures of the Library System.
- Maintains good relations with administrative and branch staff, vendors and other outside contacts.
- Updates skills by participating in training and other learning opportunities.

WORKING CONDITIONS:

Physical Demands: Work routinely involves travel (driving) to branch locations. Some travel outside state to conferences. Involves a considerable amount of movement and activity (bending, crouching, stretching, etc.) when installing and/or troubleshooting hardware. Some dexterity in use of small hand tools required. Lifting, carrying, pushing, and pulling computer-related equipment weighing up to 75 lbs.

Emotional Demands: Some stress related to normal challenges of supervisory responsibilities. Some pressure related to sustained periods of high-volume activities and deadlines in solving information system users' needs.

Social Environment: Most work performed with others to talk to/work with. Occasional work alone before or after "regular hours" of other staff.

Special Working Conditions Note: This position is responsible for ensuring that the Library's network is available 24/7 and this responsibility routinely involves handling calls and responding to emergencies outside regular work hours.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of the applications and information technology typically used in public libraries
- Knowledge of the operations and services of public libraries.
- Expert-level and up-to-date knowledge of: (Microsoft Windows Server systems, Microsoft Active Directory administration, Microsoft Office suite, Microsoft operating systems).
- Knowledge of: Google Chromebook and Android OS
- Ability to learn library's vendor-provided information systems and their applications.
- Project management skills and experience.
- Proven record of accomplishment of delivering projects on time and within budget.
- Strong communication skills
- Knowledge and skills necessary to work effectively as part of a team.
- Strong leadership qualities and ability to interface with all levels of the organization.
- Ability to organize, plan, and execute work and to set and reach goals.
- Ability to work effectively and calmly under pressure.

MINIMUM QUALIFICATIONS:

High School diploma or GED Education or experience in technology. A minimum of one year of directly relevant professional experience working with information technology and/or library systems required, with at least two years of experience in desktop support and software installation and maintenance preferred. Experience providing support in library environment preferred. Experience supporting and maintaining library integrated systems. Strong service orientation. Commitment to ongoing professional growth and development required.

DISCLAIMERS

The statements contained in this job description reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work for other functional areas to cover absences or provide relief, to equalize peak work periods or otherwise to balance the workload.

PROFESSIONAL CONDUCT

Employee acknowledges that he/she is required to maintain a high standard of professional conduct. Breach of said professional conduct includes but is not limited to: neglect of duty, dishonesty, engagement in acts that are contrary to DPL policy, unlawful activities, or any other conduct considered to be unethical or unprofessional as determined by the Director and/or Library Board of Control.

GENERAL SUMMARY

This position is under the direct supervision of the Library Director or Public Services Administrator. Will make decisions and perform tasks for the success of the whole organization (DeSoto Parish Public Library) and supports the overall goals of the library system. Takes responsibility to help coworkers succeed and to have good staff relations. Establishes and maintains strong, mutually supportive, cooperative working relationships with coworkers and supervisors. Communicates with staff and public using a calm, pleasant, courteous tone of voice and conversational courtesy phrases (such as please, thank you, you're welcome, enjoy your books, come again soon). Chooses words that are courteous, edifying to the organization (DeSoto Parish Public Library system as one body) the individual to whom attention is being given, and that are conducive to positive relations with the public and staff. Maintains an approachable, attentive demeanor to the public and staff by smiling, making eye contact, verbally acknowledging others' presence within five seconds, listening, and concentrating exclusively on communication.

DPL employees work in a diverse environment and are expected to demonstrate respect for and relate to co-workers and customers from many different backgrounds and cultures. The Desoto Parish Library is an Equal Opportunity Employer and complies with the Americans with Disabilities Act. The Library's policy is to treat all applicants and employees equally without regard to race, color, religion, age, gender, sexual orientation, national origin, or disability.

Employee's Signature _____

Date _____

Director's Signature _____

Date _____