



## Position Description

<b>Job Title</b>	Technology Manager
<b>Department</b>	Library
<b>Employment Status</b>	Full time
<b>Exempt/Non-Exempt Status</b>	Exempt

### Scope of Work

Under the general direction of the Library Director, this managerial position is responsible for the oversight of the Library's technology program according to the policies set forth by the Library Board and in alignment with the organizational vision, mission, service values, and goals. The Technology Manager is responsible for maintaining, upgrading, and implementing innovative technology within the library and providing services related to library technology.

### Supervision

**Received**

Director

**Exercised**

Directly supervises up to 3 full-time employees.

**Essential Job Functions** The job functions listed herein are neither exclusive nor exhaustive but are intended to be illustrative of the types of tasks the employee will most likely be expected to perform on a regular basis. The employee may be asked to perform different or additional tasks than the ones listed here, as the needs of the employer and/or the requirements of the position change. **The Library expects that each employee will offer his or her services wherever and whenever necessary to ensure the success of all services that we provide to our customers.**

- Assists the Library Director in establishing goals and priorities, and formulating policies for Library Board consideration or approval.
- Works with the Library Director and the management team to develop the annual budget request.
- Serves on various committees within the Library, the City, the county system (Bridges), and the state; represents the Library within the community.
- Collaborates with members of the library management team to coordinate shared projects.
- Provides advice and technical assistance regarding long and short-range planning to the staff, management team, Director and Library Board.

- Contributes to strategic goal planning by gathering pertinent statistical, financial, service and operations information; identifying and evaluating trends and options.
- Supports the information needs of community residents of all ages and abilities.
- Serves as librarian-in-charge during evening and weekend hours, on a rotating basis, supervising all library staff and operations; assists in any library service as required.
- Reviews and evaluates hardware and software for library applications; develops budgets and implementation programs; makes recommendations to the Director and the Library Board.
- Maintains the Library's effectiveness and efficiency by defining and delivering strategic plans for implementing new and innovative information technologies to be integrated with or to supplement the Library's system networks and telecommunication networks. Verifies application results by conducting system audits of technologies implemented.
- Develops training for and supervises support staff in the use of hardware and software, including the integrated library system, various Windows, Linux and Apple systems, electronic resources, staff and public internet services, intranet and LAN services, telecommunication systems, and a variety of public access technologies.
- Develops and oversees IT onboarding for new staff and develops follow up training to keep staff updated on new and relevant technology.
- Works with the Community Engagement Manager to develop technology training for the public as needed.
- Works with support staff to insure that the Library computer system networks, telecommunications security and daily physical plant functions are available and working; that the Library is open to the public, and that any enhancements and maintenance projects are implemented quickly and accurately with little disruption to public activities. Provides ongoing enhanced technology support for all library departments.
- Manages, monitors and maintains the Library's local and wide area networks, internet and intranet operations, and telecommunications systems including the installation of hardware, software, structured cabling systems and network operating systems.
- Develops and implements disaster recovery and back-up procedures of systems, including the installation of necessary systems and training of support staff.
- Works in collaboration with the City Information Systems (IS) staff on projects specific to the Library and on selected City IS projects.
- Researches, analyzes and evaluates hardware and software vendor services and contracts, including vendor negotiations.
- Assists Marketing and Communications Manager as needed with website development.
- Oversees the operation and administration of the Library's technology department; assists in developing, establishing and interpreting policies and procedures for technology-related policies; develops the online public catalog screen formats and online services. Maintains quality service by establishing and enforcing organizational standards.
- Monitors the daily operations of the Library's computerized integrated library system; and acts as a liaison to the Bridges Library System.
- Collaborates with members of the library management team to coordinate shared projects.
- Attracts, recruits and trains team members as needed; participates in the hiring process for all technology service staff including review and selection of applicants in the City's workforce management system hereinafter referred to as "NeoGov", with subsequent interviewing and training.

- Motivates and leads a high-performing Technology Services team, including a Page, a Library Associate and Technician II as direct reports in NeoGov, requiring periodic check ins and annual performance evaluations.
- Assists the Library Director and management team with developing, implementing and evaluating Library policies, the annual budget request, and the short and long-range goals of the Library.
- Develops the annual Technology Department budget request, including any capital projects.
- Maintains professional and technical knowledge by attending meetings and conferences as required to keep abreast of national and state trends in library automation, networking, telecommunications, library security systems and related fields.
- Develops recommendations for the Library Director for changes in procedures, standards, work assignments, security, safety, and equipment or supply needs.
- Provides timely and accurate statistical analysis and prepares narrative reports for management and Board review.

**Other Job Functions**

- Performs related duties as assigned.

**Requirements of Work**

Graduation from an accredited college or university with a Master’s Degree in Library Science and at least 4 to 6 years of Library work, including systems management, networking (LAN and internet), general building operations, and at least 2 years of supervisory experience preferred; or any equivalent combination of training and experience which provides the following knowledge, ability and skills:

<b>Knowledge of</b>	<ul style="list-style-type: none"> <li>• Computerized integrated library systems.</li> <li>• Internet operations and the provision of content and access to internet users.</li> <li>• Networking technologies and products related to library operations.</li> <li>• Security and related issues dealing with public access to a variety of technologies.</li> </ul>
<b>Ability to</b>	<ul style="list-style-type: none"> <li>• Analyze professional and technical problems and arrive at effective, workable and timely solutions.</li> <li>• Plan and coordinate systems and equipment used in a municipal library.</li> <li>• Work with and coordinate programs with other municipal government entities.</li> <li>• Prepare clear, sound, accurate and informative reports.</li> <li>• Work flexible, non-standard hours and travel as required.</li> <li>• Analyze problems, identify and plan for alternative solutions, and implement plans in support of goals.</li> <li>• Establish and maintain effective working relationships with library trustees, elected officials, community groups, employees and the general public.</li> <li>• Model pleasant, professional and positive behaviors along with excellent interpersonal skills for interacting with a diverse public and staff.</li> <li>• Lead, collaborate, mentor, coach, train, and develop, resulting in increased employee skills and empowerment.</li> <li>• Foster teamwork and a culture of excellence.</li> </ul>
<b>Skill in</b>	<ul style="list-style-type: none"> <li>• Computer operations, including all related hardware and software systems.</li> <li>• Budgeting and resource allocation.</li> </ul>

- |  |   |
|--|---|
|  | <ul style="list-style-type: none"><li>• Listening, oral and written communication.</li><li>• Planning, organization, leadership, and time management.</li></ul> |
|--|---|

<b>Necessary Special Requirements</b>
---------------------------------------

None
------

<b>Physical Demands</b>
-------------------------

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed mostly in an office setting; hand-eye coordination is necessary to operate computers and various pieces of office equipment.
- Specific vision abilities required by this job include close vision, prolonged visual concentration and the ability to adjust focus.
- While performing the duties of this job, the employee is frequently required to sit, stand, talk and hear; use hands and fingers to handle, feel, or operate objects, tools, or controls and reach with hands and arms.
- The employee is occasionally required to bend, stoop, kneel, crouch, or crawl.
- The employee must occasionally lift and/or move up to 50 pounds.