

Spokane County Library District

CLASSIFICATION: E19

POSITION TITLE: Information Technology Manager

GENERAL PURPOSE:

Manages the District's computer and telecommunications systems.

POSITION SUMMARY:

The Information Technology Manager is responsible to the Director for planning, developing, directing, and maintaining a comprehensive program of library and office technology: public access computers; website; staff intranet; and telecommunications network for a 10-branch library district. May serve as manager-in-charge in the Director's absence.

ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES:

Plans, organizes, directs, and manages the design, installation, operation, and maintenance of all computer, and telecommunications systems for the District, including but not limited to an online integrated library system (ILS), public software stations with Internet access, public website and staff intranet, data communications network, telephone and email systems.

Coordinates the operation of all technology services across the District; oversees production of standard reports and/or creates custom systems programs, utilities, or reports in support of the informational needs of the Board of Trustees, Director, branches and departments.

Evaluates and recommends modifications to, or replacement of, existing computer, data communication, or telecommunication software and/or hardware based on new technologies, changes in the operational environment, or necessary adjustments to meet the changing needs of customers and staff. Identifies new technologies appropriate for District use; manages the installation of new hardware and software to assure compatibility with existing systems.

Develops and recommends technology-related policies and assures secure access to and usage of the public Internet and staff intranet for appropriate user groups; oversees coordination of public Website and intranet content and design; coordinates and interprets computer system, network, and telecommunications policies for District staff.

Identifies technology training needs and develops, or recommends appropriate training programs for staff in conjunction with other district managers and supervisors; insures departmental staff maintains their level of expertise in their assigned area or specialty.

Maintains knowledge of current trends and developments in technology in the computer and telecommunications fields; serves as primary consultant to management in regard to computer based or telecommunication systems or equipment for use in new or remodeled buildings or facilities.

Develops and recommends the department's annual budget, and administers it when approved; coordinates technology related budget requests within the district.

Interacts with district staff, peers, and members of the public in a professional and respectful manner.

Attends work on a regular and dependable basis.

OTHER JOB FUNCTIONS: Performs other tasks as assigned.

SELECTION FACTORS:

(Candidates selected for employment must satisfactorily demonstrate possession of these factors during a prescribed probationary period, and afterwards, for continued employment.)

Knowledge of:

- Library resources, programs, and services in a public library;
- Management principles and practices including program planning, evaluation, budgeting, and supervision, strategic planning and management by objectives;
- Library automation and microcomputer systems and application software; computer system, network, and software security;
- Telecommunications services and networking;
- Internet functions; Web-based applications, Web server administration, and Web page creation.

Ability to:

- Apply the fundamental principles and practices of technology, learn complex technical material, adapt to a rapidly changing technological arena;
- Plan, organize, assign, train, and review the work of technical support personnel and contract vendors;
- Use problem solving skills, initiative, and sound judgment;
- Establish and maintain effective working relationships with staff members and the public;
- Organize and express ideas effectively in oral or written communication;
- Think critically and creatively; develop programs of action and carry them through to their successful conclusion;
- Make effective presentations;
- Travel to library branches and other locations within the District's service area using own transportation;
- Attend work on regular and dependable basis;
- Physically perform the essential functions of the job;
- Adapt work hours as necessary to meet requirements of extended technology availability, including scheduled on-call duty.

MINIMUM QUALIFICATIONS:

Persons applying for a position of this class should have:

Bachelor's degree in computer science or closely related field with three years public library experience, or M.L.S or M.L.I.S from an ALA accredited school and/or WA State librarian certification; five years progressively responsible experience with information systems, computer systems and network management to include servers, personal computers, LANs, WANs, telecommunications, Web-based applications, operating system software, client-server software, and PC-based software; three years management experience that includes responsibility for project management; **or** any equivalent combination of education, training and experience that would assure satisfactory performance of the essential job functions.

Should be able to successfully pass a background check.

Possession of a valid driver's license and normal risk insurability.

ILLUSTRATIVE EXAMPLES OF THE TYPES OF TOOLS/EQUIPMENT THAT MAY BE USED BY A PERSON IN THIS CLASSIFICATION:

Personal computer, including word processing, database, spreadsheet, e-mail and Internet applications; integrated library system; PDA and other wireless computing devices; office equipment such as a calculator, telephone, copy machine, and fax machine.

WORK ENVIRONMENT:

(The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

Work is performed primarily in an office environment while sitting at a desk or computer terminal for extended periods of time. However, some travel to a variety of locations to perform work and/or attend meetings is required. Physical exertion may be required to lift office supplies, equipment, or printed materials. Hearing, speaking, and listening to individuals and groups in person and by telephone; reading materials in print and electronic format; using a keyboard, mouse and viewing a computer monitor; meeting deadlines, frequent interruptions, and working under moderate to high levels of stress are illustrative of the mental and physical requirements of the position.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

FLSA Classification: Exempt

Salary Range: E19

Revised: 08/06/09 mjw