

Position Title	Information Technology Manager		
Working Title	IT Manager		
FLSA Status	Exempt	Job Code	1975
Salary Band	MP5	Revised	1/2019

General Purpose

As a Division manager of the Public Services department, develops, implements and oversees District-wide library technologies that respond to community needs and align with the District's mission, vision, and strategic plan.

Illustrative Examples of Duties and Responsibilities

Collaborates with the Operations Director, Public Services Managers, Operations Manager, and the Customer Services Manager to allocate technology resources and to coordinate technology related services;

Provides estimates and forecasts of District technology needs to assist in long- and short-range planning; identifies trends in use of technologies that can support library services; adjusts resources to meet changing District needs.

Evaluates emerging technology trends, services and products and recommends potential integration into library operations and services, incorporating the needs of the community.

Manages projects and develops implementation plans for approved technological initiatives.

Recommends budget and monitors expenditures for IT department, including IT personnel, equipment and supplies, and administers it when approved; coordinates technology-related budget requests within the District. May apply for grants to fund technology related initiatives; monitors grant expenditures and submits required reports.

Coordinates, plans, implements and evaluates the design, installation, operation, and maintenance of all computer, and telecommunications systems, and technology services for the District, including but not limited to an Integrated Library System (ILS), staff intranet, data management, public PCs, printing systems, WiFi, data backup, disaster recovery, HR, financial, telephone and email systems.

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

Ensures departmental staff maintains level of expertise in their assigned area or specialty. Acts as liaison with other divisions and departments such as Public Services, Collection Services and Communication to provide resources and services for library customers.



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Administrative Offices
509.893.8200
fax 509.893.8472

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Argonne Library
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Cheney Library
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Deer Park Library
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Researches, tests, evaluates, recommends for purchase and installs new or upgraded server-related software to meet District requirements. Assures compatibility with existing hardware and software capabilities and protocols.

Coordinates with vendors and IT consultants to resolve or debug problems;

Designs and maintains security plans and procedures for all servers and desktop computers, including maintaining District password policies, anti-virus software and other security-related software systems.

Coordinates with the Network and Infrastructure Systems Administrator and the Endpoint Administrator to assure network security and optimum server performance.

Coordinates with the Finance Director and the Human Resources Director to assure proper function of Finance Office and HR software. Coordinates with other District departments to assure required access to Terminal Servers for products such as Schedule 3W and remote access to Symphony.

Creates procedures for configuring, installing, and maintaining server based application and security software.

Interviews, selects, hires, and trains assigned staff; directs, plans, assigns and determines the manner of work performed. Provides effective direction to ensure objectives are met in a timely and efficient manner.

Provides information and training to library staff on library policies and procedures, goals and objectives, as well as technologies and methodologies designed to enhance service, programs and strategic activities.

Responds to Helpdesk requests by providing advanced hardware and software support or referring to appropriate IT staff. Provides technical support to end-users.

May negotiate and administer contracts for IT-related services.

Addresses customer comments and complaints.

May perform other tasks as needed.

Supervision

Reports to: Operations Director

Supervises: Network and Infrastructure Systems Administrator; Desktop Administrator; Database and Web Services Administrator; ILS Administrator; and IT Assistant

Minimum Qualifications

Required

- Master's Degree in Computer Science, Management Information Systems or closely related field.
- Five years progressively responsible experience with information systems, computer systems and network management to include servers, personal computers, Local Area



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- Networks, Wide Area Networks, telecommunications, network security and web-based applications, operating system software, client-server software, and PC-based software;
- Three years' supervisory experience

Preferred

- Project management experience
- Public sector experience
- Windows Network environment experience
- Microsoft System Center experience
- Microsoft Certified Solutions Expert (MCSE) or Dell Certification

The District may accept an equivalent combination of education and experience in lieu of the above requirements.

Necessary Knowledge, Skills & Abilities

Knowledge of

- Management principles and practices, including project planning and management, evaluation, budgeting, supervision, and strategic planning.
- Computer systems, and application software; small enterprise data center systems, Internet and network security and Internet content filtering.
- Telecommunications services and networking.
- Computer operations and best practices in a networked environment and current versions of Windows Server Software.
- Server management in a virtual environment
- Operating systems and applications, including disk imaging in a Windows Network environment.
- Active Directory, Group Policy, and other management tools to manage users, groups, applications, and security in a Windows Domain Environment.
- Scripting languages appropriate for automating reoccurring tasks.

Skill in

- Server management systems management software in a Windows Network environment
- Use and application of new and emerging technologies.

Ability to

- Apply the fundamental principles and practices of technology; learn complex technical material, and adapt to a rapidly changing technological arena.
- Plan, organize, assign, train, and review the work of technical support personnel and contract vendors.
- Establish and maintain effective working relationships with staff members, the public and contract vendors.
- Organize and manage complex projects.
- Communicate effectively with staff and others, both orally and in writing
- Consistently demonstrate effective customer service behavior(s);
- Interact in a professional and respectful manner with District staff and the public;



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- Maintain confidentiality of customer information;
- Establish and maintain effective working relationships in a team environment;
- Use initiative, problem-solving skills, and sound judgment;
- Work quickly and accurately; follow directions; meet deadlines.

Work Environment/Physical Demands

Work is performed primarily in an office environment while sitting/standing at a desk for extended periods of time. This position requires frequent public and/or staff contact. Moderate stress may be encountered due to heightened library activities or intense customer interactions.

The noise level in the work environment ranges from moderately quiet to moderately noisy depending on the task being performed.

Occasionally work must be performed in high, precarious places. Occasional exposure to the risk of electrical shock may occur.

An individual performing the duties in this position may be required to sit or stand for long periods of time, climb (typically using a ladder or stool), lift or move up to 40 pounds and/or push and/or pull objects weighing 50-100 pounds on a wheeled cart or book truck.

~~Work is performed primarily in a library or office environment. Work may be performed at offsite locations during outreach activities. This position requires frequent public contact. The noise level is usually moderate.~~

~~An individual performing the duties in this position may be required to sit or stand for long periods of time, lift or move up to 40 pounds and/or push and/or pull objects weighing 50-100 pounds on a wheeled cart or book truck.~~

Special Requirements

- Criminal background check required.
- Must have valid driver's license and required mandatory insurance when operating a privately owned vehicle for business purposes.
- Must be able to travel to other locations to perform work, and/or attend work-related meetings, workshops or conferences.

The duties listed above are intended only as illustrations of the 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.



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