Job Title	IT Manager		
Reports to	Operations Director	**Supervises**	Endpoint Administrator ILS Administrator Systems Administrator
FLSA/WMWA Status	Not eligible for overtime	**Remote Work Status**	Eligible for remote work
Revision Date	March 2025	**Compensation Band**	MP5
Working Hours	While the District will make a good faith effort to maintain regular, predictable schedules, employees are expected to be available to work a variety of hours; working hours are subject to change and employees are scheduled according to the needs of the District which may include days, evenings, and weekends.		
Required	Background & driver license check		

Job Overview

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.

Qualifications

The ideal candidate will be able to build relationships at all levels, have five years progressively responsible experience with information systems, computer systems, and network management – including servers, personal computers, Local Area Networks, Wide Area Networks, telecommunications, network security, and web-based applications, operating system software, client-server software, and PC-based software, as well as three years of supervisory experience.

Master's Degree in Computer Science, Management Information Systems or related field, Microsoft Certified Solutions Expert (MSCE) or Dell Certification preferred.

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

Ability to	Analyze and use reasoning to logically solve problems and contribute to the solution of problems related to library services
	Apply the fundamental principles and practices of technology; learn complex technical material, and adapt to a rapidly changing technological arena
	Communicate effectively with staff and customers
	Establish and maintain effective working relationships with staff members, the public and contract vendors
	Exercise interpersonal sensitivity while working effectively with individuals of diverse cultures, interpersonal styles, abilities, motivations, or backgrounds
	Follow directions and work quickly and accurately to meet deadlines
	Interact in a professional and respectful manner with staff and customers, demonstrating positive customer service behaviors
	Interpret, apply, and support system wide policies, procedures, and services
	Maintain confidentiality of information
	Model behavior for high levels of service
	Organize and manage complex projects
	Plan, organize, assign, train, and review the work of technical support personnel and contract vendors
	Travel to a variety of locations to perform work and/or attend work-related meetings and trainings
	Use initiative, problem-solving skills, and sound judgement
	Work a variety of schedules, including evenings and weekends
	Work with and troubleshoot office machines, such as copiers
Knowledge of	Active Directory, Group Policy, and other management tools to manage users, groups, applications, and security in a Windows Domain Environment
	Alphabetic, numeric and/or alphanumeric order
	Computer operations and best practices in a networked environment and current versions of Windows Server Software
	Computer systems, and application software; small enterprise data center systems, Internet and network security and Internet content filtering
	Dewey Decimal system of classification

	Establishing and maintaining successful team relationships
	Library services and resources
	Management principles and practices, including project planning and management, evaluation, budgeting, supervision, and strategic planning
	Microsoft Office and other software applications
	Microsoft System Center
	Operating systems and applications, including disk imaging in a Windows Network environment
	Project management
	Scripting languages appropriate for automating reoccurring tasks
	Server management in a virtual environment
	Systems management software in a Windows Network environment
	Telecommunications services and networking
	Use and application of new and emerging technologies
	Windows Network environment
Other	Valid driver license and required insurance when operating a privately-owned vehicle for business purposes

Job Duties

The duties listed 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.

Manages projects and develops implementation plans for approved technological initiatives.
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.
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.
May negotiate and administer contracts for IT-related services.
Coordinates with vendors and IT consultants to resolve or debug problems;
Evaluates emerging technology trends, services and products and recommends potential integration into library operations and services, incorporating the needs of the community.
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.
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.
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.
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.
Ensures departmental staff maintains level of expertise in their assigned area or specialty.
Coordinates with the Network and Infrastructure Systems Administrator and the Endpoint Administrator to assure network security and optimum server performance.
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.
Creates procedures for configuring, installing, and maintaining server-based application and security software.
Acts as liaison with other divisions and departments such as Public Services, Collection Services and Communication to provide resources and services for library customers.
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.

Coordinates with the Finance Director and the Human Resources Director to ensure 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.
Enforces the Code of Conduct.
Work to resolve internal and external customer issues effectively and with a customer-first mentality; refer to other departments or staff as necessary.
In addition, this position may: • Respond to Helpdesk requests by providing advanced hardware and software support or referring to appropriate IT staff. Provide technical support to end-users.   • Clean & disinfect common and shared work areas.   • Perform seasonal tasks such as shoveling snow and spreading ice melt.
Performs other duties as needed or as directed.

Supervisory Responsibilities
The supervisory responsibilities listed are intended only as illustrative. The omission of specific responsibilities does not exclude them from the position if the work is similar, related or a logical assignment to the position.

Participate in the hiring process.
Provide constructive feedback and on-time performance evaluations.
Identify training needs and recommend/assign training to meet those needs.
Set priorities and expectations.
Serve as a positive role model, embracing change, in order to motivate and coach staff to grow and further their skills.

Work Environment

Work is performed in an office environment.
The noise level is usually low.
Work may be performed outdoors and exposure to extreme weather conditions may occur. Occasionally work must be performed in high, precarious places. Occasional exposure to the risk of electrical shock may occur.

Physical Demands

An individual performing the duties in this position may be required to stand, walk, stoop, kneel, reach, bend, and/or crouch; lift, carry and/or grasp up to 40 pounds and/or push and/or pull objects weighing up to 200 pounds on a wheeled cart or hand truck.

Psychological Demands

Make decisions, supervise staff, learn new tasks, remember processes, maintain focus performing repetitive duties, communicate with customers and other staff, interact with or witness interactions with individuals who may be angry, hostile, experiencing mental and/or physical health issues.