Staff Member:
Position: Manager, Information Technology
Reports to: System Administrator
Category: II
FLSA: Exempt

Job Summary:
Envisions, designs, acquires, implements and maintains technological resources that enhance and support the mission of the Library System and member libraries. Supports the excellent service of the library system to move the system forward. Serves as orchestrator with the team, helping the team mesh with libraries.

Essential Functions:
1. Manages day-to-day operations of Information Technology Services department.
   a. Addresses and resolves complaints.
   b. Communicates with customers.
   c. Empowers team members to do what they do best and perform their job functions to the best of their abilities.
   d. Inspires individual and team growth.

2. Provides relevant statistics as sound rationale for decisions and shares relevant data with System Administrator to monitor the progress and operations of ITS.

3. Serves as liaison with System Administrator and as a bridge between ITS and individual libraries.

4. Develops strategic vision in conjunction with System Administrator and system Technology Planning Committee for technology and related services to be provided to member libraries and County residents. Keeps the vision relevant for team members.

5. Facilitates standardization in processes, procedures and documentation.

6. Creates and implements a master plan for the Department, considering how actions today impact future effects.

7. Creates and maintains the budget, prioritizing and providing visionary and financial oversight.
   a. Allocates financial and manpower resources to achieve departmental goals in support of the system wide technology goals.

8. Monitors and evaluates developing technologies and integrates appropriate technologies to enhance current services and/or provide new capabilities to member libraries and patrons.
   a. Consults with System member libraries and the District Library regarding acquisition, maintenance and installation of new and existing technologies.
   b. Develops plans and manages projects with goals and deadlines to support System’s technology plan.

9. Provides direct, hands on support for technology, when needed, in the areas of
Deputy Administrator and Manager, Information Technology

Page 2

network administration, security and network services, as well as the Integrated Library System.

10. Represents the Library System’s technology services to community groups and organizations.

11. Serves on the executive leadership team.

Duties are performed in accordance with proven management techniques and professional library practices. Travel is required.

**Measures of Success:**

a. Projects are on time and on target.
b. Members support initiatives.
c. High level of end-user satisfaction.
d. Keeps technology infrastructure at or ahead of industry standards.
e. Long-term operational plan is up-to-date.

**Education and Experience:**

1. Bachelor’s Degree from an accredited four-year college or university. Masters Degree from an ALA accredited library science program is preferred with the ability to obtain certification by the Pennsylvania Department of Education.

2. Minimum of three years library experience required.

3. Minimum of two years experience in personnel management; additional professional library and management experience desirable.

4. Minimum of five years experience in the field of computer and networking technology. Requires experience in the design and operation of multi-site Wide Area Networks and Local Area Networks; requires experience in the design and maintenance of Microsoft Windows networks. Must have experience in managing an Integrated Library System. Experience in the maintenance of Internet related services including web services and email is required.

**Required Knowledge, Skills and Abilities:**

1. Proven ability in planning, budgeting, implementing and promoting library services and programs on a countywide level.
2. Strong oral and written communication skills.
3. Ability to explain complicated technology issues to the layman and non-technical managers.
4. Ability to operate in a fast paced and constantly changing environment.
5. Ability to coordinate multiple tasks.
6. Ability to quickly assimilate and process information.
7. Ability to identify errors, inaccuracies and inconsistencies.
9. Technical and mechanical skills.
10. The possession of or the ability to obtain a valid PA Drivers License at employee expense.
Personality traits required for success:

a. Flexible but analytical thought process.
b. Handles stress well.
c. High comfort level interacting with others.
d. Patient.
e. Assertive.
f. Personable.
g. Attention to detail.
h. Organized.
i. Has a sense of humor.
j. Enthusiastic.
k. Puts difficult conversations first.
l. Works well as a team member.
m. Has insight into others and empathy.
n. Takes responsibility.
o. Meets deadlines.

Prioritized competencies:
1. Planning & Organizing
2. In-depth Problem-Solving and Analysis
3. Deliver Results
4. Visioning
5. Customer Focus
6. Teamwork & Collaboration
7. Resilience
8. Negotiation
9. Presentation Skills

Physical and Environmental Conditions:

Work requires no unusual demand for physical effort.
The work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices, meeting and, training rooms and libraries, e.g., use of safe work place practices with office equipment, avoidance of trips and falls, and observance of fire regulations.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential functions of this job.

Last revision: 10/2014