GENERAL STATEMENT OF RESPONSIBILITIES

Under limited supervision, this position is responsible for managing the Library’s Digital Services Unit to include oversight of the Integrated Management System and various technologies within the Library System. Serves on the department’s Executive Management Team. Reports to the Director of Libraries & Information Services.

ESSENTIAL JOB FUNCTIONS

Responsible for the management and administration of the department’s information systems and related budget, to include hardware, software applications, automation systems, and emerging technologies. Provides systems administration oversight for installation, configuration and maintenance of department software, applications, databases, and servers.

Responsible for the effective supervision of assigned staff to include leave approval, performance management, employee relations, prioritizing and assigning work and related activities. Plans and oversees work of assigned staff; establishes goals and objectives and monitors progress; ensures all work is completed in a timely manner and reviews completed work.

Develops custom applications in a variety of programming languages to automate repetitive tasks; executes and integrates required products; consults with vendors and technical support staff with regard to the procurement of hardware and software. Facilitates and leads training for new resources. Develops and manages department’s website.

Researches, troubleshoots and resolves hardware/software problems related to the department’s software applications, internet issues, document management, systems availability and performance, or related issues. Ensures appropriate security measures are in place for customers.

Plans and evaluates the department’s business needs and leads implementation of new technologies, services and resources. Shapes and executes a system-wide strategy to address the technology needs of current and future customers, and enhance customer experience in a changing library landscape through technology. Keeps current on technology trends related to library applications.

Responsible for the budget associated with assigned functions and prepares budget proposal each fiscal year to include justifications for purchases or personnel. Oversees asset management of the department’s information technology equipment.

Performs other duties as assigned.
PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City’s Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGES

- **Library Administration and Systems** – Comprehensive knowledge of integrated library systems, library-related technologies, and online computer services. Knowledge of library related database systems and networks to include automated circulation systems, on-line bibliographic retrieval services and cataloging services.
- **Information Technology** – Comprehensive knowledge of modern methods, concepts, practices, and principles related to the architecture, design, and integration of information systems and software applications. Knowledge of multiple computer languages.
- **Supervision** – Knowledge of leadership techniques, principles and procedures to assign work, schedule, supervise, train, and evaluate the work of assigned staff.
- **Customer Service** – Considerable knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services.

REQUIRED SKILLS

- **Judgment/Decision Making** – Evaluates the best method of research and then exercises appropriate judgment in establishing priorities and resolving complex matters. Considers the relative costs and benefits of potential actions to choose the most appropriate one.
- **Interpersonal Relationships** – Develops and maintains cooperative and professional relationships with employees and all levels of management to include library patrons, and representatives from other departments and organizations.
- **Project Management** – Plans, organizes and manages resources to bring about the successful completion of specific project goals and objectives.

REQUIRED ABILITIES

- **Coordination of Work** – Plans and organizes daily work routine. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Implements work activities in accordance with priorities and estimated schedules. Performs a broad range of supervisory responsibility over others.
- **Communication** – Ability to effectively communicate ideas and proposals verbally and in writing, to include the preparation of detailed reports which include numerical information and statistics. Ability to handle a variety of issues with tact and diplomacy and in a confidential manner. Ability to listen and understand information and ideas being presented verbally and in writing.
- **Accounting and Budgeting** – Ability to perform arithmetic, algebraic, and statistical applications. Ability to employ economic and some accounting principles and practices in the analysis and reporting of budgeting data.
EDUCATION AND EXPERIENCE

Requires a Bachelor's Degree in Information Sciences, Computer Science or a related field and 3-5 years of Information Technology experience, including 1-2 years of experience in a lead or supervisory capacity or an equivalent combination of education and experience. Public library experience is preferred.

ADDITIONAL REQUIREMENTS

An acceptable general background check to include a local and state criminal history check and an acceptable sex offender registry check. Requires a valid driver’s license with an acceptable driving record.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Essential functions are regularly performed without exposure to adverse environmental conditions.