

Six Mile Regional Library District  
JOB DESCRIPTION

Title: Information Technology Manager  
Title of Immediate Supervisor: Executive Director  
FLSA Status: Exempt  
Date of Approval: October 12, 2010

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**JOB SUMMARY**

Under limited supervision, the Information Technology Manager is a management level position that analyzes the integrity and maintenance of all district computers and computing capabilities. This position is responsible for providing the Director with an effective overview of existing hardware and software conditions as well as recommending steps to take to ensure an IT environment that meets future needs for the entire district. The overall coordination and responsibility of repair and upkeep of district computers is performed through effective management of contracted services and staff. Frequent travel between district buildings is required.

The Information Technology Manager assists the Director in all matters relating to purchasing, maintaining, and implementing electronic equipment in the library district. This position provides advice, offers demonstrations and classes to both staff and patrons; and provides information on best practices in delivering library services. It is crucial for this person to keep up-to-date on relevant programs and services that enhance the ability of the district to provide a friendly, useable, and quality technological environment. This position also engages in initiatives that improve customer service, as well as increases the visibility and appreciation of the services provided by the Six Mile Regional Library District.

**JOB DUTIES AND RESPONSIBILITIES**

***Basic Function:***

Responsible for the effective and efficient administration and operational functions of the library district's computer hardware, software, network, and telecommunications technology; trains and informs staff in related areas as required; provides instruction to patrons; manages the library district's capabilities in delivering effective electronic library services.

***Essential Functions:***

Management:

- Inspect, plan, analyze, and evaluate all aspects of technology and telecommunications for the district
- Oversee and/or participate in the performance of activities required to maintain viable electronic resources
- Develop and maintain life cycle costs analysis and replacement expenditure plans
- Prepare, maintain, and expend allocated budgets for technology and telecommunications
- Manage/supervise technology staff and contractors, coordinate work activities, and schedules, direct and evaluate work and performance

- Interview, hire, and conduct training for new/replacement staff as authorized by the Director
- Develop, update, and implement SMRLD policies: Technology; Computer/Internet Use
- Establish procedures and practices (including computer replacement schedules) for computer maintenance and repair
- Identify district needs and how to address those needs (whether in-house capabilities or outside contractors) in order to provide the best possible service to patrons
- Ensure the district's conformance to local, state, and national standards regarding public computers and technology
- Manage projects
- Monitor and respond to staff requests

#### Technology:

- Research and explore new technologies with the purpose of evaluating usefulness to the district and its patrons
- Negotiate the economical purchase of new computers, printers, other peripheral equipment, and other technologies based on established requirements and needs
- Coordinate SMRLD Web site and peripherals
- Coordinate telecommunications capabilities including email
- Coordinate Internet related technologies

#### Hardware – Software Support:

- Address network, server, and workstation issues as they arise
- Administer server configuration/network
- Maintain data security
- Maintain in-house intranet (local area network) and related items
- Maintain in-house wireless network
- Install, set up, and/or perform diagnostics, and/or repairs and upgrades and updates to computer hardware, software and peripheral equipment for SMRLD

#### Training & Communication:

- Document and maintain essential information
- Work with staff and patrons
- Identify training needs and deliver training or identify efficient, economical training programs to meet those needs

### **ENVIRONMENTAL - ATMOSPHERIC CONDITIONS**

Work is usually performed in a normal office environment, at all district locations. This position (or a designee) must be available for access 24-hours a day, seven days a week. Some evening and weekend work will be required, with occasional overnight travel.

### **POSITION QUALIFICATIONS**

#### ***Education***

A Bachelors Degree with coursework in Computer Science or Information Technology, or a combination of relevant coursework and equivalent experience

#### ***Experience***

2-3 years progressively increased responsibility in technology related positions

Experience:

- Administering networks
- Administering Web sites
- Implementing technology security
- Using standard productivity software and hardware
- Evaluating technologies
- Training others, especially adults

***Knowledge, Skills and Abilities***

Effective interpersonal and communication skills as a working supervisor

Familiarity with open source solutions

Thorough and current knowledge in the areas of networking, Internet, Intranet, computers and telecommunications software and hardware

Strong knowledge of database design

Strong understanding of Internet and Intranet based services, protocols, and security

Good knowledge of standard programming languages used for networking and Internet design

Ability to use application software such as Microsoft Office Word, Excel, PowerPoint, etc.

Ability to work effectively and efficiently with minimal support and supervision

Ability to plan and organize work of self and contractors, and to work within tight deadlines and budgets

Ability to adjust workflow, be flexible to react to immediate needs/issues

Excellent written and oral communications skills for the purposes of conveying information and instructing others while maintaining a strong customer service focus

Ability to project a professional attitude and demeanor

Ability to analyze information and evaluate results to choose the best solution and solve problems

Ability to work in cross-functional project teams

Ability to embrace change and to work in an organization that values continuous learning

Ability to travel as required

Ability to evaluate situations and to exercise tact, courtesy and good judgment

A plus will be a broad knowledge of trends in library philosophy and library databases

***Physical Requirements***

Primarily active work, but also requires standing, walking, stooping or crouching, climbing, kneeling, crawling, balancing, reaching, pushing, grasping, hearing and talking

Requires the ability to exert up to 40 pounds of force occasionally to lift, carry, push, pull or otherwise move objects, including but not limited to desktop and laptop computers, monitors, and printers

Clarity of vision at 20 inches or less with the ability to adjust the eye to bring objects into sharp focus as well as clarity of vision at 20 or more feet. Must also be able to identify and distinguish colors

Manual dexterity to input data on a keyboard, perform basic mechanical tasks

***Licensing***

Must have a valid driver's license and current automobile insurance

This job description is not intended to imply that the duties identified above are the only duties to be performed by the employee(s) in this position. Employees may be required to perform other job duties as requested, subject to applicable state and federal laws. This job description or certain job functions described herein may be subject to modification in accordance with applicable state and federal laws.