

## *Library IT Manager*

Provides a reliable, accurate, responsive, efficient, safe, and secure information systems platform for the Pine Bluff/Jefferson County Library System. Manages data and voice network operations including staff and public computing, application software and telecommunications, as well as specific facility, meeting room and materials management systems. Responds to staff calls, texts, emails asking for help, troubleshoots, solves hardware and software problems, monitors overall system performance, implements improvements, and help to develop long-range technology plans.

### **Duties and Responsibilities:**

- Manage a 100+ device data network plus 10+ voice network. Develop, document, and implement network administration policies and processes. Maintain and troubleshoot hardware, software, and network issues. Ensure system integrity, reliability, responsive, security, and compliance with library policies, e.g. Internet use. Maintain a regular backup schedule.
- Assist in the development of an annual technology budget and manage expenditures. Develop a multi-year technology replacement plan.
- Monitor, track, and oversee inventory of the Library's hardware and software.
- Keep Library Director informed of specific and general technology issues and trends, how they affect current operations, and how they might impact future plans and make recommendations for direction.
- Works with Library staff to support the TLC (The Library Corporation) ILS including cataloging, circulation, serials, and other modules and policies. Coordinates with staff in troubleshooting and resolving problems with the ILS and OPAC. Work with vendors and library staff to select, install, and support applications that interact with the ILS and OPAC. Compile and interpret statistics and prepare reports. Work with library staff to maintain the security and integrity of ILS users, billing, and other data.
- Propose and implement technology improvements, solutions, and innovations in response to public and staff needs. Provide technical assistance to staff in support of Library efforts to develop digital literacy for public and staff.
- Ensure the Library is optimizing use of current technologies and exploring and incorporating emerging library, computer, information, and communication technologies such as new networking solutions, virtualization, etc.
- Oversees the maintenance, development, and evaluations of the Library's internal and external websites that meet user needs and represent the Library's core values of accessible, dynamic, welcoming, and community. Oversees remote access to library databases, digital content, and online resources. Monitors usage and trends and makes recommendations for improving the relevance of Library resources and the customer experience.
- Performs hands-on work in the areas of desktop support; network support; application support; training support, and other areas.
- Stay up-to-date and following the latest trends in the fields of information technology and information science.
- Manage other systems including Genealogy security cameras, library door counters, online calendar system, and social media accounts.

## **Job Qualifications:**

### Education/Experience

B.S. in computer science and information technology or equivalent.

Experience with library management systems, vendors and solutions is preferred.

### Knowledge, Skills, and Abilities

Experience developing and maintaining operating budget for technology expenses.

Maintaining currency and following the latest trends of information technology and information science.

Applies American Library Association guidelines and library principles to technology projects and services.

Technical knowledge of computers, networks, system design and implementation, server technology, security and disaster recovery.

Expertise in and ability to apply new technologies.

Ability to develop, integrate, and manage database systems.

Ability to convey technical information in a clear, understandable fashion to users. Ability to organize and present technical information and train users on applications in a formal or informal setting.

Excellent written and oral communication skills.

Demonstrated ability to develop and maintain effective working relationships with staff, management, vendors, and the public.

Ability to work independently as well as in a team environment.

Excellent customer service skills.

### **Working Environment:**

While performing the duties of this job, the employee may occasionally be exposed to risk of electrical shock and outside work conditions.

The noise level in the work environment is usually moderate.

### **Physical Requirements:**

While performing the duties of this job, the employee is regularly required to sit, talk, and/or hear.

The employee is occasionally required to stand; walk; and use hands to finger, handle or feel.

The employee is occasionally required to reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move up to 40 pounds.

**Salary Range:** \$30,000 - \$45,000

