Chillicothe & Ross County Public Library

Information Technology Manager

Supervisor: Access Director
Position: FLSA Non-Exempt
Pay Band: E

Position Summary

The IT Manager is responsible for all library computer equipment, software, and network systems and configuration; including creation of interface scripts and installation of network applications, configuration and installation of new computer equipment, installation and upgrade of software system-wide, monitoring of network systems and software, and responding to technology troubleshooting requests from library staff and patrons.

Essential Duties & Responsibilities

- Serve as the library's primary liaison with vendors and agencies providing information technology services to the library.
- Supervise, train, and evaluate IT staff.
- Assist as needed in teaching or training computer skills for staff and patrons.
- Assist with library location management as needed and may take on regular assignments to manage library location services and personnel.
- Formulate goals and objectives for the Information Technology department within the scope of system policies.
- Utilize metric tools and customer feedback loops to analyze hardware and software usage, identify opportunities, and maximize impacts and benefits to patrons and the library.
- Responsible for monitoring the safety and accessibility of our physical and digital spaces. Report findings to supervisor as needed.
- Participate in professional organizations and workshops, and keeps informed of current trends and new techniques in library and information technology. Stays abreast of emerging trends and technology standards and provides research and recommendations to enrich patrons' experience with library technology.
- Cooperate with other managers to accomplish the objectives of the library, serving on staff committees as needed.
- Instruct patrons in the use of basic reference tools, both print and electronic.
- Work in public service areas as assigned: including answering reference and information questions; checking materials in and out; answering the telephone; issuing borrower's cards; processing materials, shipments, and reports; shelving, shelf reading, etc.
- Assist patrons in the use of technology available in the library, including basic troubleshooting of microfilm, photocopier, and computer problems.
- Actively participates in safety and security trainings and utilizes training to protect the physical library, the library's online infrastructure, staff, and patrons.
- Perform related duties as required.

Qualifications

- Bachelor's degree in relevant field or combination of education and experience.
- Three years professional experience in the technology sector.
- Ability to troubleshoot and edit source and configuration files, using languages such as XML, HTML etc.
- Experience in use and configuration of network components including routers, servers, switches and access points as well as Active Directory, group policy, cloud computing and virtualization.

- Ability to communicate effectively.
- Demonstrated ability to plan work and train and supervise others.
- Ability to operate library technology systems, including personal computer, software programs and other job related equipment.
- Valid driver's license.

Supervisory/Management Responsibilities

Hire, train, supervise and evaluate assigned staff within the IT department.

Interaction

Frequent interaction with library employees, patrons, agencies, and vendors.

Computer/Technology Skills/Equipment/Software Skills—

Common technology used in this position includes but is not limited to Laptop and Desktop Computers, Printers, Copiers, Fax Machines, Audio/Video Equipment, Microsoft Windows, MacOS, Android, iOS, Office 365, Remote Access Software, Electronic Resources, Intranet (StaffNet), Internet (www.CRCPL.org), SirsiDynix ILS and/or other library-related software applications.

Travel Requirements

Travel by automobile is required for position management responsibilities and training.
Frequency of travel: Frequent trips to branch locations.

Physical Demands

Ability to regularly lift/push/pull up to 50 pounds.

Often required to perform tasks at a desk for extended periods of time.

Manual dexterity and physical ability to perform essential duties requiring continual standing, reaching, bending, and walking.

Nature of work requires an ability to effectively communicate and exchange information, collect, compile, and prepare work documents operating standard business office equipment.

Work Environment

Majority of the work performed in a general office/library setting.

Telecommute Potential: 20%

Requires availability for extended or nontraditional hours as needed to perform job duties.

Requires periodic participation and attendance at related library events and training.

Disclaimer

The information in this summary indicates the general nature and level of work performed within this role. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this position.