

IT Manager

DEPARTMENT: Information Technology

GRADE: 71

CLASS CODE: ITMGR

FLSA STATUS: Exempt

UNION STATUS: Not Represented

REVISED DATE: May 2021

Summary:

Under limited supervision, the IT Manager oversees the operations and management of all IT systems, tools, applications and services for Timberland Regional Library. Incumbents in this position will implement complex IT projects, manage integrations of new technologies, coordinate departmental activities, and oversee the continued maintenance of the District's critical software systems and technology infrastructure. This position works in support of developing and executing IT strategies and initiatives, working in tandem with the Content and Access Director to plan, develop and implement the future direction of the TRL IT department.

Reporting Relationships and Team Work:

Reports to the Content and Access Director and provides daily supervision and direction to professional staff.

Essential Duties and Responsibilities:

Class specifications are intended to provide a descriptive list illustrative of the range of duties performed by employees in the class. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

1. Oversees the setup, configuration, administration and maintenance of the District's technology networks, hardware, software, telecommunications systems, operating systems and peripherals; performs all IT functions in the absence of or alongside IT staff.
2. Tests, evaluates, selects and recommends District-wide technology tools and services, including but not limited to personal computers, projectors, servers, mobile devices, RFID equipment, telephones, security monitoring tools, and other equipment used throughout the District.
3. Acquires and maintains software and licensing and monitors hardware inventory. Monitors existing technology tools and directs general maintenance, upgrades and replacements as needed.

4. Manages the District's network security systems; directs the response to, investigation and evaluation of current internet security threats and applies access controls, anti-malware and unified threat management tools to minimize/eliminate potential threats to the District's systems.
5. Determines information requirements, boundaries and priorities for new projects; evaluates current system capacities and future equipment and system acquisitions.
6. Engages internal and external stakeholders regularly regarding IT activities; assesses the local IT environment and the District's needs in conjunction with the Washington State Library and other partner institutions. Regularly monitors stakeholder perceptions and satisfaction with District IT service.
7. Plans and prepares technology budgets by providing estimates for needs and resources. Works closely with E-Rate consultant to plan, provide documentation, and manage E-Rate eligible RFPs and purchasing.
8. Oversees the preparation of statistical reports on usage, districtwide trends and operations.
9. Reviews, revises, develops and implements standards, policies and procedures in the areas of network, hardware and software acquisitions as well as the use, operations and security of the District's network, computers and data. Contributes to strategic planning as directed by the Content and Access Director and guides development of the District's Technology plan, Network Continuity and Disaster Recovery Plans. Oversees PCI compliance.
10. Seeks out trends and emerging technologies, developments and innovations that impact public libraries; monitors changes in regulations and technologies that may impact district operations and researches emerging tools and enhancements for use in a library setting.
11. Participates on local and district-wide committee and performs other duties as assigned or required.

Core Skills and Qualities:

Employees are expected to demonstrate the following qualities at all times:

1. Establish and maintain effective working relationships with internal staff, outside organizations, and the general public.
2. Positively reflect TRL's mission, vision, and values to the staff and public.
3. Effective organizational and time management skills, including the ability to multitask, manage multiple projects at the same time and adapt to changing priorities to meet demands of the department.
4. Communicate effectively verbally and in writing.
5. Demonstrate quality customer service.
6. Exhibit reliability and dependability. Demonstrate punctuality and regular and consistent attendance.

Required Knowledge, Skills, and Abilities:

Employees are expected to perform or possess the following:

1. Principles and practices of computer science.
2. Knowledge of information systems development, including analysis, design, development, implementation, maintenance and documentation.
3. Strategic planning and management of IT systems for library organizations.
4. Ability to present and facilitate the understanding of complex technical information to non-technical audiences.
5. Skill in prioritizing and managing projects.
6. Skill in working with a diversity of individuals.
7. Ability to communicate effectively and work as a member of a service-oriented team.

Technology Requirements:

- Microsoft Windows desktop and Server Administration.
- Firewall, router and switch network administration.
- Cloud systems administration.
- Systems administration processes and procedures.
- Library computer systems, databases, and networks.
- Various software applications common to library systems
- Methods for installing and maintaining PC's, printers and other computer equipment.
- Methods for troubleshooting technical hardware and software issues.
- Computer virus protection and security tools.
- Coordinating and performing a variety of systems administration functions for a large library system.
- Ensuring the effective operation, backup, and security of library computer systems.
- Installing, maintaining, and administering computers, servers, and related peripherals.
- Troubleshooting hardware, software, and networking issues.
- Providing onsite and telephone technical support in relation to computer systems, hardware and software.
- Repairing PC's, printers and scanners.
- Establishing and maintaining effective working relationships with library and department staff, vendors, and patrons.
- Writing documentation on systems and procedures.

Education and Experience:

Bachelor's Degree in computer science, information technology, systems engineering or related field, and five (5) years of increasing responsible experience, to include a minimum of one (1) year of experience planning for and providing work direction to others; OR an equivalent combination of education and experience.

Licenses, Certifications, and Special Requirements:

1. Must have a valid Washington State Driver's License and an acceptable driving records, OR must be able to provide own transportation to and from the job, meetings and related job sites.
2. Must pass and maintain a criminal background check.
3. The ability to work evenings and weekends and to adapt to schedule changes on short notice.
4. Information Technology certifications in networking, server administration, project management, technical training and network security.
5. Experience with network and database systems management, CMS administration, programming and library automation and related software.

Physical and Environmental Conditions:

- Work is performed in a busy, service-oriented office with frequent interruptions and under the stress of continual pressure to meet deadlines and handle competing priorities.
- Subject to sitting, standing, walking, bending, reaching, and lifting of objects up to 40 pounds; depending on area of assignment, may be required to lift objects up to 65 pounds.
- Occasional travel is required to attend meetings at other sites and locations, or to participate in work-related assignments.
- Availability to work off hours or weekends as needed to alleviate network and system disruptions during business hours.

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

This and all TRL positions are subject to transfer, based on library need.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job. Timberland Regional Library is also an Equal Opportunity Employer.