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| **Job Posting: IT Infrastructure Manager** | |
| **Title:** | IT Infrastructure Manager |
| **Internal Classification:** | FLSA exempt, non-bargaining unit |
| **Primary Location** | Information Technology – Main Library |
| **Hours:** | Full time (40 hours/week) |
| **Starting** | 53,500 |

*Posted on November 7, 2019. Applications for the position will be accepted for a minimum of 10 calendar days from the original date of posting.*

The Stark Library seeks an IT Infrastructure Manager to fill an opportunity in the Information Technology Department at the Main Library.

The Manager of IT Infrastructure is an exciting and multifaceted role which balances the caretaking of current architecture against the library’s interest in progressive future planning. This individual will have the unique opportunity to oversee all aspects of computer and network systems which are integral to the accomplishment our mission of Inviting, Informing, and Transforming lives within the community. Reporting to the IT Director, this role will possess the autonomy to coordinate the efforts of other IT team members in order to ensure the delivery of secure, reliable, and cost-effective technology solutions which scale to satisfy the current and future needs of the library. This individual should be adept in the areas of project management, vendor management, infrastructure planning, budgeting, and the oversight of inter-department teams.

The IT Infrastructure Manager position is a full-time (40 hours/week), exempt, reporting to the IT Director. Compensation includes a competitive salary commensurate with the candidate’s qualifications and a generous benefits package.

If you want to work for a **mission-driven organization** and believe you may be a good fit for this position (detailed job description, below), please go to Stark Library website - [www.starklibrary.org](http://www.starklibrary.org) - for more information and to complete an employment application. Go to “Contact” and then “Employment” for access to our on-line application.

***About Stark Library***

*Stark Library serves over 118,707 active cardholders, annually circulating 4 million items from its 1.7 million item collection and providing access to an additional 61 million items from lending networks throughout Ohio. Each year the library presents more than 8,000 programs for 150,000 attendees and provides 200,000 computer sessions on the publicly available computers found in each branch. The system consists of ten branches, including our main library, as well as a mobile services department.*

**Position Summary:**

The IT Infrastructure Manager assumes overall responsibility for the design, implementation, operation, and maintenance of server, storage, telephony, and networking systems. They assist to ensure the delivery of secure, reliable, and cost-effective technology solutions which scale to satisfy the current and future needs of the library.

**Duties and Responsibilities**

1. Engages in strategic planning and decision making for server configuration, datacenter design, network architecture, and cloud strategy in an environment containing Windows, Linux, and macOS servers, Exchange Server, database servers, inventory and other business management systems, VMware host servers, storage networks, VoIP servers, WSUS, and network electronics such as switches, wireless controllers, wireless access points, firewalls, and routers.
2. Practices server and network best practices in areas such as security, patch management, and general operation.
3. Initiates, coordinates, and executes technology projects, including requirements analysis, vendor selection, budgeting, scheduling, task prioritization, and project team leadership.
4. Cordially interacts with library staff and patrons through various means of written and spoken communication and through prompt resolution of technical support requests.
5. Maintains contracts, vendor relationships, and oversees managed systems by tracking third party support calls, organizing support and licensing agreements, initiating and coordinating software updates, and coordinating other planned maintenance activities.
6. Gathers and interprets statistical data in order to inform strategic decisions.

**Core Competencies**

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| 1. Adaptability 2. Communication 3. Customer Service 4. Dependability 5. Ethics & Integrity | 1. Initiative 2. Job Knowledge 3. Quality of Work 4. Teamwork |

**Technical / Functional Skills**

1. Experience with IT project management, vendor management, infrastructure planning, budgeting, and the oversight of cross-department project teams is required.
2. Experience with Windows domain and Active Directory administration required.
3. Experience with network design and TCP-IP networking basics is required.
4. Experience with the configuration of Cisco networking components and an advanced understanding of routing protocols preferred.
5. Experience with implementation and administration of VMware environments preferred.
6. Experience with the maintenance, installation, and administration of computer operating systems, equipment, peripherals, and application packages required.
7. Experience with the maintenance, installation, and administration of telecommunications and VoIP systems preferred.
8. Experience with principles and methods of computer training and documentation is required.
9. Experience observing, comparing, or monitoring data to predict or remediate technology problems and make informed decisions required.
10. Experience in effective technical documentation as well as oral and written communication to a non-technical audience is preferred.
11. Proficiency in MS Office [Outlook, Excel, Word] or similar software is required. Relevant inventory or business management systems such as ERP, CRM, etc. is preferred.

**Education and Experience**

* Education: Bachelor’s degree in Computer Science, Management Information Systems, or equivalent work experience in a related field is required.
* Certifications or licensure: Microsoft or Cisco Certification is preferred. Ohio drivers’ license and ability to maintain a driving record that is satisfactory to the Library’s liability insurance carrier is required.
* Years of relevant experience: 3 to 5 years is required.
* Years of experience supervising: None, although some project management and/or indirect resource management experience is preferred.
* Experience working with all levels within an organization is required.
* Experience in public library or public-sector organizations is preferred.

**Working Conditions and Physical Requirements**

* The library environment involves everyday risks or discomforts that require normal safety precautions typical of offices, which includes the need for general safe workplace practices with office equipment and computers, avoidance of trips and falls, and observance of fire regulations.
* The noise level in the work environment is usually quiet to moderate.
* This position is performed in an office setting although frequent off-site meetings in various settings occur.
* Employees may be required to access and work in closets, garages, ceiling spaces, and other spaces in which IT equipment is installed. This may also include the use of ladders and other tools to access these spaces.
* Normal working hours for this position are Monday through Friday, 8am to 5pm. Due to the nature of this position and the Library’s hours of operation, employees in this role may be required to perform tasks before or after normal working hours and as the work necessitates on weekends and evenings.
* Because of the nature of this work, employees will be expected to work more than 40 hours per week and may be expected be on-call for emergency situations with the IT systems.
* Employees must be able to lift moderately heavy objects [up to 50 pounds] such as computer equipment, servers, printers, and transport them. They may occasionally be required to assist with moving heavier items [up to 400 pounds] with the assistance of other staff and/or appropriate moving equipment.
* Employees must be able to remain in a seated or standing position for extended periods of time while performing a variety of tasks.
* Employees must be able to perform repetitive hand, arm, and body movements, including typing and/or lifting books, on a continuous basis.
* Some travel by personal automobile and a valid State of Ohio driver’s license along with the ability to maintain a driving record that is satisfactory to the Library’s liability insurance carrier may be required. Occasional overnight travel may also be required.

*The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by an individual working in this job. Employees may be requested to perform job-related tasks other than those specifically presented in this description.*