

Job Posting: Information Technology Manager

The North Canton Public Library is seeking an innovative, and collaborative technology professional to oversee the operation and management of all information technology-supported systems, applications, and services within the Library. The Information Technology Manager will be responsible for the architecture and maintenance of the Library's technology infrastructure while also providing vision and leadership for the development and implementation of IT strategies and initiatives. The successful candidate will exemplify the characteristics of a positive and supportive work culture and model the appropriate behavior to create and maintain a work culture of kindness, respect, and integrity among staff.

Job Title: Information Technology Manager

Hours: Full Time (40 hours per week)

Salary Range: \$40,000-\$50,000 per year plus generous benefits package; salary range commensurate with the candidate's qualifications and experience

Qualifications: Bachelor's Degree in Information Systems or related field required. Experience with database systems management, library automation software, server administration, and network security strongly preferred.

In This Role, You Will:

- Participate in the development and implementation of goals and objectives to meet the Library's information technology needs; proactively engage department managers on a routine basis regarding IT activities; assess the effectiveness of provided services for departmental operations
- Oversee the setup, configuration, administration, and maintenance of the Library's technology networks, hardware, software, and peripherals; evaluate, select, and recommend Library-wide technology purchases; develop long-term information systems strategies to plan for and control network upgrades and growth; evaluate and recommend new technologies; and encourage innovation among staff in the utilization and implementation of ideas and techniques
- Oversee maintenance of hardware and software related to specialized library services, including the Polaris ILS, Envisionware PC Reservation system, and Bibliotheca RFID systems
- Serve as overall lead and vendor liaison for the Polaris ILS and Bibliotheca RFID systems
- Serve as an active, engaged, and collaborative member of the library's management team; contribute to the development and execution of goals in support of the Library's mission and strategic plan
- Determine information requirements, boundaries, and priorities of new projects in order to evaluate current system capacity and future equipment acquisitions and system needs
- Plan and prepare technology budgets; track and monitor expenses; review and revise technology-related plans and policies; prepare statistical reports on use, trends, and changes; establish and maintain positive vendor relationships
- Develop and implement policies and procedures related to network hardware and software acquisition, use, support, security, and backup
- Conduct a variety of organizational and operational studies and analyses; recommend modifications to assigned programs, policies, and procedures, as appropriate
- Implement adopted information technology strategic plans, policies, and standards
- Manage network security systems, including file access control, anti-malware software, and unified threat management hardware
- Communicate with library partners and outside vendors for technical support and program updates as needed to resolve Library computer technology and network issues
- Maintain inventory of the Library's computer hardware and software
- Provide staff training in the operation of computer hardware and software
- Maintain an awareness of technology developments and innovations that impact public libraries; monitor changes in regulations and technology that may affect operations; research emerging products and enhancements and their applicability to Library needs
- Receive, investigate, and respond to difficult and sensitive problems and complaints in a professional manner; identify and report findings and take necessary corrective action

You Will Need to Have Experience with:

- Administering computers and computer networks in an enterprise Windows environment (required)
- Firewall software, email systems, database systems management, and library automation software (strongly preferred)

- Microsoft Windows desktop and Microsoft Server administration; firewall, router, and switch network administration; and Cloud systems administration
- Excellent organizational, interpersonal, and decision-making skills
- Excellent verbal and nonverbal communication skills
- Demonstrating a strong commitment to excellent public service; the ability to work with others in a consistently approachable, cooperative, enthusiastic, and effective manner despite numerous competing requests
- Planning and projecting for future growth and needs
- Presenting complex technical information to non-technical audiences and conveying understanding
- Managing multiple complex projects on time and within budget

Applications will be accepted until the position is filled. Please submit a letter of interest, resume, three letters of reference, and a completed [job application](#) to Andrea Legg, Director: [alegg \[at\] northcantonlibrary.org](mailto:alegg@northcantonlibrary.org).

The preceding statements provide an overview of the job responsibilities and shall not be construed as an all-inclusive statement of duties, responsibilities, or requirements. It does not limit or modify the right of any supervisor to assign, direct, or control the work of employees under his/her supervision. Additional related duties may be assigned.