

2023

Job Title: IT Service Manager

Department: Technology

Pay Range: \$20.00 - \$35.00 per/hr

Immediate Supervisor: Assistant Director

Positions Supervised: None

Job Responsibilities: In conjunction with one or more managed service providers and vendors, maintain and ensure the functionality and security of the library network, hardware, and other technology. Troubleshoot software and hardware problems. Plan for, purchase, and install hardware and software needs of the library. Diagnose technological problems and communicate problems to appropriate staff members. Install software, maintain, and perform repairs on staff computers and other peripherals. Work with the library staff, vendors, and patrons in a positive and pleasant manner. Actively participate in and help lead the development of the library and its infrastructure. Develop and propose solutions to meet the needs of the library. Advise administration on systems needs and concerns. Supervise training of staff, and advise staff of technical projects and software. Keep current with new trends and technologies through conferences, workshops, continuing education programs and professional journals. Be responsible for software licensing, network agreements and software contracts. Assist in public service.. Assist in the creation and maintaining of technology policies. Stay current and advise patrons and staff members on using the library's available online services. Perform various purchasing duties and keep accurate records.

Qualifications: Bachelor's degree or equivalent education/experience in computer science, or related field. Ability to read, write and follow oral and written instructions. Broad understanding of basic PC and network administration and maintenance, and web-based technologies required. Working knowledge of Sirsi-Dynix Workflows automation software a plus. Experience with public library operations desirable.

Knowledge, Skills and Abilities:

Experience with Windows Server, Active Directory, Group Policy, DNS, and DHCP is desired. Working knowledge of Microsoft 365 and Microsoft Office required. Excellent oral and written communication skills is needed. Must have the ability to work independently and effectively under pressure. Ability to independently troubleshoot a wide variety of technology issues. A keen interest in exploring and sharing emerging technology and technology trends. Ability to handle the physical aspects of sitting, standing, moving, bending, stretching, and lifting up to 35 lbs.

Illustrative Duty Modules:

70% Technology Duties:

- Coordinate with vendors and managed service providers as needed to ensure the proper functioning of phones, copiers, printers, servers, networks, firewalls, routers, and switches.
- Provide project management for all IT projects and other projects as needed.
- Maintain, repair, and upgrade all library hardware and software.
- Plan for and recommend purchase of all technology for the library.
- Perform systems analysis on an ongoing basis
- Monitor network security.
- Be responsible for the organization and administration of all software licensing, network agreements, and software contracts.
- Manage, troubleshoot and upgrade a variety of software including but not limited to: Envisionare, Deepfreeze, E*Vanced, Microsoft Office, Microsoft Windows, OpenKiosk, RiseVision, LibCal, FreshDesk, and others as needed.
- Perform additional duties as assigned by the Director or Assistant Director.

30% Other Duties:

- Staff the Information Desk as scheduled.
- Conduct tours and library presentations.

- Advise Patrons on standard technology issues such as scanning, email, smartphone, and Internet use.
- Provide high-quality programming for the public and staff.
- Other duties as assigned.