

Position Title:	Technology Coordinator
FLSA Status:	Exempt
Reports to:	Library Director
Department	Information Technology
Salary Range:	\$47,476-\$71,214/ year

Purpose of Work

The Technology Coordinator is responsible for general maintenance, security, and support of the library’s network, hardware, software, website, and intranet. This position works closely with library staff to coordinate electronic and digital information resources for use by patrons. The IT Coordinator researches and provides input on strategic planning for the future of the library's technology services.

Essential Position Functions

1. Responsible for the oversight and maintenance of patron and employee technologies (hardware and software), including but not limited to telephone systems, local physical and virtual servers, cloud services, computers, printers, security systems, mobile devices, and other peripheral technology devices. Monitors and maintains the physical aspects of the library's network and digital infrastructure throughout the building.
2. Oversees the library’s ILS and the security of the local area network in collaboration with CLC (Central Library Consortium) staff, the CLC WLAN project annex, and the successful implementation and enforcement of local and CLC network security guidelines.
3. Responsible for the security of the library's network, library data, data backups, and information systems and its compliance with all legal requirements, including planning, implementing, and managing firewalls, email, internet filtering, file sharing, and antivirus systems.
4. Creates and maintains internal documentation of the network and library technology infrastructure and planning, including the annual Technology Plan, documents backup procedures for local library data, and assists with developing policies and guidelines related to technology for the library.
5. Develops and monitors departmental budgets and expenditures; seeks quotes for services for various equipment, support, etc.; maintains vendor and order databases; monitors contracts; oversees the submission of requisitions, authorization of invoices, and closing of purchase orders in conjunction with staff and the Fiscal Officer.
6. Maintains and develops the library’s website, intranet, integrated library system (ILS), and online resources; oversees user experience, design, and development in collaboration with the Marketing & Communications Team; ensures accurate and timely online access to resources and information for patrons and staff.

7. Works with the Library Director and staff to create and implement a forward-looking IT plan; manages projects; establishes goals; tracks and evaluates progress; provides regular reporting to the Library Director and other relevant parties.
8. Works with staff to assess and interpret community needs into IT services; researches new and emerging technologies relevant to public library service and works with appropriate staff to implement them as needed.
9. Evaluates technology to determine the need for upgrades and new product installation and make suggestions to Library Director. Coordinates the approved purchase of compatible hardware and software products and acquires appropriate licensing and networking agreements.
10. Provides training and support for staff and patrons on digital content creation methods and other emerging technologies. Supports library staff in the production of content to enhance the library's web services and digital profile and market the library's services and programs. This content includes but is not limited to, social media, print design, and video production.
11. Regularly collects and organizes statistics concerning the operation and performance of library operations, both for staff use and for governmental reporting. Develops the library's program of statistical gathering and markets the information to staff & public.
12. Serves as the library representative for the CLC Information Technology and PAC committee and manages the local administration of the library ILS, including local oversight of CLC help desk ticketing.
13. Serves as the library representative in the community to address technology issues in concert with local organizations.
14. Provides help desk service to the staff and the public. Maintains methods and workflows to ensure that issues are reported and resolved in a timely manner.
15. Responds to patron questions and situations in accordance with library policy and in a manner to enhance the reputation of the library as a public service organization.
16. Develops and maintains strong relationships with external vendors, library staff, and community partners.
17. Demonstrates a positive attitude and supports library goals and objectives.
18. Other duties as assigned.

Required Qualifications

1. An Associate's Degree in Computer Science or a related degree or certification from an accredited institution in the information technology field; OR an equivalent combination of education, training, and experience
2. Ability to maintain confidentiality and use appropriate judgment in handling information and records
3. Ability to work a flexible schedule and to be "on-call"
4. Excellent communication and interpersonal skills

5. Strong analytic and problem-solving skills

Preferred Qualifications

1. Experience in an IT position in a library setting
2. Experience with network administration, including analyzing and resolving network issues and network troubleshooting
3. Proficiency in current technologies, services, and applications, including:
 - MS Office
 - MS Active Directory
 - MS Windows Desktop Administration
 - MS Server Administration
 - Hyper-V Administration
 - Cisco Meraki Networking
 - Data Storage & Backups
 - HTML & CSS Coding
 - Adobe Creative Cloud
4. A working knowledge or experience with an Integrated Library System (ILS)
5. Strong knowledge of cybersecurity principles, data protection, privacy regulations, and best practices.
6. Bachelor's Degree in Computer Science or related field

Physical Demands

1. Ability to sit and use a computer for an extended period and operate standard office equipment, daily
2. Ability to lift and move up to fifty (50) pounds, daily
3. Ability to disassemble and reassemble computer hardware, daily
4. Ability to stand for extended periods, daily
5. Ability to ascend or descend ladders or scaffolding, occasionally
6. Travel by automobile, occasionally

This position description is not intended to be a complete list of all responsibilities, skills, or working conditions associated with this position and is subject to review and change at any time in accordance with the needs of Bexley Public Library. Reasonable accommodations may be made to enable someone with a qualifying disability to perform the essential functions of this position.

Signature: _____

Date: _____