| METROPOLITAN LIBRARY SYSTEM Job Description | | |
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| **Job Title:** Information Technology Operations Manager | **Position Code.:** | 1166-122 |
| **Reports To:** Chief Technology Officer | **Classification:** | Exempt |
| **Division:** Information Technology | **Date:** | 03/2024 |

## JOB SUMMARY:

Under administrative direction, manages the functions and activities directly related to management of information systems, server management, system maintenance, production processes and Windows network administration. Manages administration of the Windows network. Conducts research, tests, and implements new technology for the library.

## ESSENTIAL JOB FUNCTIONS:

- Maintains server and storage infrastructure; installs updates and patches for system security and stability; budgets and replaces equipment as needed; works with outside vendors, as necessary.
- Maintains system for monitoring servers and other core Information Technology (IT) equipment.
- Works with Deputy Executive Director/Technology to develop systemwide IT budget plan of work for the year and long-range plan including plans for acquisitions, installations, implementations, and upgrades; develops budget in relation to plan of work and plans for all related cabling and maintenance costs; keeps track of systemwide IT spending during the fiscal year to plan for future budget cycles.
- Develops the departmental plan of work for the coming year in collaboration with the Deputy Executive Director/Technology.
- Serves as the staff member in charge in the absence of the Deputy Executive Director/Technology
- Manages physical security systems (surveillance) software in collaboration with the Security department.
- Manages access control software in collaboration with the Security and Facilities Maintenance departments.
- Works with Deputy Executive Director/Technology to provide input and specifications related to technology needs for new construction or remodeling of existing library buildings.
- Conducts research on new products and technologies to keep the system up to date on technologies as well as to ensure appropriate use of funding.
- Makes regular visits to libraries to assess technology needs and condition of technology, including audio visual equipment, for the library. Visits with library managers and staff regarding technology needs.
- Serves as backup email administrator.
- Works with the Technical Support Manager to maintain group policies for public and staff computers.
- Obtains price quotes and prepares Request to Order (RTO) for purchase of computer equipment, software, and supplies.
- Manages Windows network; adds users, computers, and printers to network; oversees development and maintenance of Group Policies for public and staff computers and users.
- Serves as backup for management of filter server settings.
- In collaboration with Technical Support Manager, assists with recommendation of Metropolitan Library System (MLS) standards for PC hardware and software applications to be supported by the IT department.
- Works collaboratively with other IT staff to ensure security of IT systems.
- Works collaboratively with Deputy Executive Director/Technology on integrated library system (ILS). Works through ILS issues with staff. Works with ILS vendor for troubleshooting and upgrades.
- Provides expert professional assistance and guidance to library management on technology strategy, long-term technology initiatives and uses of technology to solve operational needs and problems.
- Confers with upper management to keep them informed on key issues and progress toward objectives, to gain their support and approval, and makes recommendations to assist management in making needed improvements.
- Documents task procedures and prepares instructional material; maintains documentation of procedures.
- Maintains current inventory of computer equipment and supplies; orders supplies and parts as needed.
- Provides excellent customer service.
- Champions the library's strategic goals and initiatives with the system's mission and core values in mind.
- Maintains and upgrades knowledge, skills, and development by attending seminars and training programs and reading trade and professional journals and publications.
- Performs special assignments as requested, to include researching and preparing reports and projects, and presenting technical data to management, and others.

- Drives library vehicle to and from various locations.
- Works in a manner safe to the individual and other people; follows safety rules and safe working practices; uses safety equipment as required.
- Defends the principles of the Citizen's Bill of Library Rights, the Freedom to Read Statement, the privacy of library customers' records, and the Code of Professional Ethics.
- Performs other related duties as assigned.

## FREQUENCY OF TRAVEL REQUIREMENTS:
- Frequent travel to other library locations.
- Occasional travel within the state or nationally for appropriate professional development and networking.

## INTERACTION:
- Interaction with all levels of staff, vendors, and contractors.

## MATERIAL AND EQUIPMENT USED:
- Automated Materials Handling (AMH) Equipment
- Cisco Call Manager and Unity Voice Messaging System
- Cisco Switches and Routers
- Coin Boxes
- Computer(s)/Printer(s)
- Fluke Network Tester
- General Office Equipment
- Hand Tools
- Radio-frequency Identification (RFID) Equipment
- Vehicle (fleet/personal)

## MINIMUM QUALIFICATIONS REQUIRED:

### Education and Experience:
- Bachelor's degree in an information technology related field; and
- Five or more years of experience in the IT field.

### Licenses and Certifications:
- Valid State Driver's License
- Current Motor Vehicle Insurance
- Acceptable Driving Record

## HIGHLY PREFERRED QUALIFICATIONS AND COMPETENCIES:
- Microsoft Certified Systems Engineer (MCSE)

## KNOWLEDGE, SKILLS, AND ABILITIES:

### Knowledge of:
- Administrative principles and practices, including goal setting and program budget development and implementation.
- Basic budgetary principles and practices.
- Use of electronic test equipment to isolate network and/or equipment failures.
- PC hardware and operational theory.
- Microcomputer operation systems and a variety of software, including network operating system software.
- Standard business arithmetic, including percentages and decimals.
- Record keeping, report preparation, filing methods and records management techniques.
- All computer applications and hardware related to performance of the essential functions of the job.

### Skill in:
- Using small hand tools to install, service and repair hardware.
- Installing and configuring network client software, internet software, and other end-user software.
- Analyzing and resolving various technical and administrative situations and problems.

- Using interpersonal skills necessary to effectively interact with internal staff, citizens, and other departmental staff to give and extricate information in a courteous and friendly manner.
- Using tact, discretion, initiative. and independent judgment within established guidelines.
- Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.
- Using critical thinking, logic, and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Searching online resources to locate solutions to problems that are not readily available.

**Mental and Physical Abilities:**
- Ability to diagnose equipment problems without always having to see the equipment.
- Ability to distinguish between hardware and software problems.
- Ability to read and interpret documents such as safety rules, operation and maintenance instructions, procedure manuals, and so forth.
- Ability to write reports, correspondence, and procedure manuals.
- Ability to manage time effectively.
- Ability to work independently.
- Ability to travel to various locations and to access reliable transportation to do so.
- While performing the essential functions of this job the employee is frequently required to move from place to place, handle or feel, reach, climb or balance, speak and hear; and lift and/or move up to 25 pounds.
- While performing the essential functions of this job the employee is occasionally required to lift and/or move up to 50 pounds.

## SUPERVISORY RESPONSIBILITY:
- This position has no supervisory responsibilities.

## WORK ENVIRONMENT:
- Works in a normal office environment where there are little or no physical discomforts associated with changes in weather or discomforts associated with noise, dust, dirt and the like.
- While performing the essential functions of this position the employee is occasionally exposed to risk of electrical shock.
- Working time requires on-call status and may require irregular hours and/or shift times.
- This position is eligible for Core and Emergency telework.

## SUMMARY STATEMENT:
This job description should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description. Any essential function or requirement of this job will be evaluated as an interactive process, as necessary, should an incumbent or applicant be unable to perform the function or meet the requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodations for the specific disability will be made for the incumbent or applicant so long as accommodation does not create an undue hardship to the System or if doing so causes a direct threat to the individual or others in the workplace and the threat cannot be eliminated by reasonable accommodation.

NOTE: The System reserves the right to amend or change this job description from time to time and/or assign other tasks for the Employee to perform as the System may deem appropriate.