



METROPOLITAN LIBRARY SYSTEM

Job Description

Job Title: Technical Support Manager
Reports To: Chief Technology Officer
Division: Information Technology

Position Code: 1161-118
Classification: Exempt
Safety Sensitive: No
Date: 12/2024

JOB SUMMARY:

Under administrative direction, manages the functions and activities of the Information Technology (IT) department including directing, and planning work of the IT technicians to meet the business needs of the library system. Schedules, supervises, and trains staff handling the Help Desk operations and the technicians taking service calls from the libraries. Assists users with technical problems for computers, printers, related equipment, and library system software.

ESSENTIAL JOB FUNCTIONS:(

- Plans, organizes, and directs activities of work units and staff involved in the operation and maintenance of computer operating systems and data processing functions.
- Carries out supervisory responsibility in accordance with policies, procedures and applicable laws including interviewing, hiring, and training, planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems. Ensures adequate coverage of the Help Desk phone any time the libraries are open; ensures proper coverage of weekend and night shifts.
- Plans and coordinates projects for IT technicians.
- Works collaboratively with upper-level IT staff to delegate projects to IT technicians.
- Makes regular visits to libraries to assess computer needs, condition of computers and work being performed by technicians.
- Creates reference images as necessary for imaging process and maintains/supervises disk imaging for purposes of deploying all computers. Includes updating operating system, drivers, task sequences, etc.
- Assists with maintenance and monitoring of system monitoring tools including Xymon, Cacti, HP Web Jet Admin (for monitoring print supplies), and XDA for administering Xerox devices.
- Oversees management of PC Reservation and Print management systems including mobile print.
- Oversees tracking of inventory items under \$1,000 (for IT inventory/replacement purposes); oversees tracking of "check-out" items from IT department and tracking of consumables inventory including USB flash drives and public computer supplies to ensure replacements are ordered when needed.
- Oversees installed printers to ensure they are set up in compliance with vendor requirements to monitor toner levels and daily usage.
- Ensures IT storage spaces are organized and properly labeled for efficiency and to maintain correct inventory information.
- Manages processes related to Carl•X USPS notifications including maintaining pressure sealer, managing paper supplies, and managing USPS accounts.
- Manages copier fleet by setup and maintenance of network connectivity, fax settings, etc. Works with Business Office when copiers need to be replaced. Makes recommendation of copier models that work well within our environment for remote management.
- Oversees creation and management of most user account types in systems including Carl•X, MetroPITS, Comprise POS, Library Market/Library Calendar, Maintenance Connection, and Microsoft Active Directory.
- Manages IT Wiki and Help Desk knowledgebase. Ensures all technicians are documenting processes that need to be easily looked up by other IT staff.
- Participates in hiring staff in conjunction with the Chief Technology Officer and the Human Resources department.
- Serves as a backup email administrator and may serve as backup for system backups.
- Maintains Microsoft Active Directory and Group Policies objects in collaboration with the Information Technology Operations Manager.
- Provides excellent customer service.
- Champions the library's strategic goals and initiatives with the system's mission and core values in mind.
- 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
- Coin Boxes
- Computer(s)/Printer(s)
- 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 information technology field; and
- Three or more years of experience with Microsoft Active Directory and Group Policies, and imaging of desktop computers.

Licenses and Certifications:

- Valid State Driver's License
- Current Motor Vehicle Insurance
- Acceptable Driving Record as defined in the Driver Safety Procedures

HIGHLY PREFERRED QUALIFICATIONS AND COMPETENCIES:

- One or more years of personnel management experience.
- Microsoft Certified Systems Engineer (MCSE)

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Management principles and practices, including goal setting, budget development/implementation, and staff development and motivation.
- Microsoft Active Directory and Group Policies.
- Imaging techniques for maintaining system images.
- 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 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.
- Planning, organizing, assigning, directing, reviewing, and evaluating the work of staff.
- Selecting and motivating staff and providing for their training and professional development.
- Searching online resources to locate solutions to problems that are not readily available.

Mental and Physical Abilities:

- Ability to plan work schedules, evaluate work performances, and provide input on budget planning.
- 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, and procedure manuals.
- Ability to write reports, correspondence, and procedure manuals.
- Ability to read a circuit board schematic drawing.
- 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 supervises IT technicians.

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.

Employment with the Metropolitan Library System for this position is conditioned upon compliance with the Driver Safety- Drug and Alcohol Testing Policy (SH 671). The Driver Safety-Drug and Alcohol Testing Policy is available on the Intranet or from the Human Resources Department.

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.