

Welland Public Library
Job Description

May 2019

TITLE: Manager of Information Technology & Systems

DEPARTMENT: Administration

REPORTS TO: Chief Executive Officer (CEO)

PURPOSE OF POSITION

Reporting to the Chief Executive Officer (CEO) of the Welland Public Library, this position will be responsible for managing all computer hardware, software, and peripherals in a multi-branch system. The position provides technology training for staff and assumes leadership on assigned projects to evaluate and implement new products and services by working with library staff, service affiliates, and vendors.

DUTIES AND RESPONSIBILITIES

1. Tests, troubleshoots and resolves hardware and software problems related to the network. Liaises with vendors, management and staff as appropriate. Troubleshoots technical issues with the integrated library system, in consultation with the Management team, as required.
2. Assesses, monitors and implements security requirements for the Library's network, including desktop applications, and shared applications with the City. Supervises the installation of security upgrades.
3. Provides technical expertise and maintains security for external clients for whom the Library provides Internet connectivity, web hosting, and email services, etc.
4. Manages the Library's website, intranet and workflow applications. Develops and maintains the Library's website.
5. Participates in the development of a technology plan which will include provisions for the replacement of software and hardware.
6. Participates in the development of online/virtual information services and digital collections in collaboration with the Management Team.
7. Prepares and monitors assigned budgets. Provides forecasts for telecommunications, hardware and software costs.
8. Supervises staff when acting in the capacity of "person-in-charge" and may be responsible for day-to-day operations in the absence of the CEO

9. Participates as a member of the Library Management Team. Serves on various internal and external committees as assigned. Attends Library Board meetings, as required.
10. Develops and maintains the technical aspects of the Library's makerspace in collaboration with the Management Team.
11. Managerial oversight of network services including: Windows Domain controllers, file storage, print servers, DHCP, DNS, email and ILS servers, Web Reporter and SIP.
12. Manages the installation, maintenance and support of library computers, peripheral equipment and software applications including integrated library system, Microsoft Office, Google G-Suite, accessibility software, Adobe Digital Editions, etc.
13. Assists with the configuration, integration, and delivery of third-party services, such as electronic resources, OverDrive, Freegal, Zinio, PC Reservation, etc. using various authentication methods including SIP, Remote Patron Authentication and EZ Proxy.
14. Performs other duties as assigned.

QUALIFICATIONS

- Bachelor's degree in Computer Science, Computer Systems, Computer Networking or other related computer studies with a focus on infrastructure (networks, servers, and security).
- Master of Library and Information Science (MLIS) degree or Library Technician Diploma is an asset.
- Relevant technical certifications (Cisco, Palo Alto, and Microsoft) are an asset.
- Minimum of five (5) years of progressively responsible, related experience.
- Experience managing in a unionized environment is an asset.
- Demonstrated knowledge in multiple current web markup or scripting languages, such as HTML, XHTML, CSS, JavaScript, etc.
- Demonstrated ability to design, maintain, and document websites using Apache, IIS, PHP, ASP, Perl, CGI, SQL, as well as Content Management Systems including Joomla, Drupal, WordPress etc.
- Knowledge of networking, including switches, routers, VLANs, wireless and firewalls.
- Knowledge of RFID is an asset.
- Experience in installation, upgrading and repairing hardware components.
- Experience in installation and upgrading software using various automated techniques, including scripting, Group Policy and Image Cloning.
- Strong working knowledge of supporting IT infrastructure
- Strong analytical and troubleshooting skills with the capacity to understand and interpret data and communicate those results with audiences of varying technical knowledge.
- Ability to support enterprise applications including Microsoft Office Products, G-Suite Google Products, computer software and peripherals.
- Experience creating instructional and support materials and providing training to adult learners.
- Demonstrated ability to troubleshoot, diagnose, follow up and document problems.
- Excellent interpersonal and communication skills.
- Proven ability to establish priorities, meet deadlines, and work accurately and efficiently with minimum supervision.