

Welland Public Library Job Description

TITLE: Manager of Information Technology & Systems

UNIT: Administration

REPORTS TO: Chief Executive Officer

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 and orientation 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. This position is also responsible for managing processes relating to cataloging, processing, shelving, and shifting and includes supervisory and administrative duties.

DUTIES AND RESPONSIBILITIES

- Manages the Library's email, intranet, and integrated library system. Develops and maintains the Library's website.
- Assesses, monitors and implements security requirements for the Library.
- Tests, troubleshoots and resolves hardware and software problems.
- Manages the installation, maintenance and support of library computers, peripheral equipment and software applications including Office 365, Google G-Suite, accessibility software, Adobe Digital Editions, etc.
- Participates in the development of online/virtual information services, electronic resources/digital collections, technology, and makerspace services. Assists with the configuration, integration, and delivery of third-party services, using various authentication methods including SIP, Remote Patron Authentication and EZ Proxy.

- Managerial oversight of network services including: Windows Domain controllers, file storage, print servers, DHCP, DNS, email and ILS servers, Web Reporter and SIP.
- Prepares and monitors assigned budgets. Provides forecasts for telecommunications, hardware/software, and materials/processing costs.
- Manages the Library's technology replacement plan.
- Oversees processes related to technical services, the shelving of physical materials, and system-wide inventory.
- Provides supervision, professional development, leadership, training, and support to staff as required. Responsible for hiring, performance management, and discipline of subordinate staff.
- Participates as a member of the Library Management Team. Serves on various internal and external committees as assigned.
- Performs administrative duties as required, including preparing monthly and annual statistical reports.
- Performs other related 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) or Master of Library and Information Science (MLIS) degree.
- Minimum of 3-5 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 WordPress.
- Knowledge of networking, including switches, routers, VLANs, wireless and firewalls.
- 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 analytical and troubleshooting skills with the capacity to understand and interpret data and communicate those results with audiences of varying technical knowledge.
- Demonstrated ability to troubleshoot, diagnose, follow up and document problems.
- Proven ability to establish priorities, meet deadlines, and work accurately and efficiently with minimum supervision.
- Demonstrated ability to lead/direct staff and establish harmonious relations with staff and the public.
- Requirement for shift work, including evenings and weekends.

SUPERVISORY RESPONSIBILITIES

The Manager of Information Technology & Services is responsible for the supervision of two full-time employees and eight part-time employees. This position also assumes supervision of all library staff while performing the role of person-in-charge.