

## Job Description

## Technology Manager

Full Time	Exempt
Grade XII	
Reports to Library Director	

### Description

The Technology Manager is involved in all aspects of library technology. This person oversees daily technology issues and has primary responsibility for technology projects and technology planning.

### Responsibilities and Duties

1. Management and execution of daily technology issues.
2. Acts as a project manager when implementing new library technology, including research, communication, troubleshooting, and staff training.
3. Negotiates contracts and administers service agreements with vendors and consultants to ensure continuity of technology services.
4. Evaluates new technologies for possible integration with library services.
5. Develops library technology plan.
6. Monitors the purchasing cycle for library hardware and software including purchase, licensing, upgrades, repair, replacement, and disposal.
7. Develops and documents technology processes and procedures.
8. Maintains appropriate records and prepares reports as needed.
9. Provides technology budget recommendations.
10. Communicates and coordinates with staff in other departments to achieve library technology goals.
11. Responsible for the library's local area network and wireless network.
12. Provides troubleshooting, diagnosis, problem resolution, preventative maintenance, repair, installation, configuration, and testing of IT hardware and software.
13. Contacts vendors for repair and problem resolution.
14. Ensures that systems are secure.
15. Assists with Integrated Library System issues and problems.
16. Coordinates recycling of computers and other technology equipment.
17. Implements software updates.
18. Responsible for server maintenance.
19. Manages and troubleshoots the phone system.
20. Manages and troubleshoots the e-mail system.
21. Acts as a Person in Charge, as needed.
22. Works as part of library's Management Team
23. Assists in the development, planning, and evaluation of library computer instruction for staff and public.
24. Writes, implements, and provides input for grants.
25. Stays abreast of current technology knowledge and best practices. Attend regular meetings,

- workshops, and training courses.
26. Assists with developing creative, educational, and entertaining technology programming for all ages.
  27. Other duties as assigned.

### **Necessary knowledge, skills, and abilities**

1. Ability to prioritize workflows and perform multiple tasks on a daily basis to ensure that deliverables are produced in a timely manner, as dictated either by formally established deadlines or by the immediacy of unanticipated technology problems affecting the productivity of staff or the technology needs of patrons.
2. Excellent leadership skills and the ability to influence by example.
3. The ability to remain calm in difficult situations.
4. Demonstrated working knowledge of hardware and networking.
5. Ability to install, configure, troubleshoot, and support clients and servers.
6. Ability and willingness to comply with and support all library policies.
7. Good decision-making skills.
8. Expertise in standard computer software programs. Ability to train staff in how to use them.
9. Ability to work with coworkers and the public in a professional and pleasant manner and effectively resolve service issues using independent judgment.
10. Ability to work with minimal supervision, making decisions within known guidelines to solve problems.
11. Ability to represent the library in a professional manner.
12. Ability to work a variety of hours, including evenings and weekends.

### **Qualifications**

1. Bachelor's Degree in a technology related subject.
2. Minimum three years of experience with IT systems administration and project management.
3. Thorough working knowledge of and experience with desktop, mobile, server, and cloud-based applications and operating systems used by the library.
4. Thorough working knowledge of and experience with computers, networks, servers and server virtualization environments, printers/scanners/copiers, security systems, as well as audiovisual, telecommunications, network, and other business equipment.
5. Demonstrated ability to read, write, and speak clear English; strong verbal and written communication skills.

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Job descriptions are meant to be general guidelines to the duties and responsibilities of the job and are not intended to list every possible task an employee may be called upon to perform.

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Employee's Signature

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Date