

**Thomas Crane Public Library
40 Washington St., Quincy MA 02169**

**JOB POSTING
10/12/2022**

Coordinator of Information Technology Services- Full-Time

Professional Librarian V, Range III; Salary \$70,847 - \$82,091 (in six steps)

Duties:

Manages all aspects of system-wide technology, including the design, deployment and maintenance of the library's computer systems, and administers all data networks and telecommunications; Evaluates current and emerging technologies and develops technology plans to meet community needs; Facilitates and supports the integration of technology into library services.

Requirements:

- Bachelor's degree required
- M.L.S. from an ALA accredited library school preferred but not required
- Microsoft 365 Certification as a Modern Desktop Administrator Associate preferred
- Graduate level coursework in computer science or information technology an asset

Schedule (35 hours/week):

Full-time schedule of 35 hours per week

Full job requirements and description attached.

Thomas Crane Public Library

Coordinator of Information Technology Services

General Statement of Duties

The Coordinator of Information Technology Services manages all aspects of system-wide technology, including the design, deployment and maintenance of the library's computer systems, and administers all data networks and telecommunications; Evaluates current and emerging technologies and develops technology plans to meet community needs; Facilitates and supports the integration of technology into library services.

Supervision Received

Works under the general direction of the Library Director and Assistant Director.

Supervision Given

Supervises employees assigned to the IT Department; Supervises any staff, volunteers and/or interns assigned to IT projects.

Principal Duties

Technology Services

- Researches, recommends, implements, oversees, and evaluates technology services and solutions for library staff and patrons, with a focus on providing the most effective and efficient service possible.
- Develops the library's annual technology plan and budget in collaboration with library administration and guides all departments in the establishment and achievement of technology-related goals and objectives.
- Proactively manages a 150+ device data network on multiple networks in four physical locations—including public time and print management systems, servers, devices, and peripherals—ensuring system integrity, reliability, responsiveness, security, and compliance with relevant policies.
- Installs and configures hardware and software, monitors system operations, enables system updates and data collection, maintains a current inventory of all library technology, and maintains a regular data backup schedule and off-site backup storage.
- Manages help desk functions by cataloging and responding to requests in a timely fashion and ensuring that systems serving library patrons are first priority for trouble calls.
- Manages media technology and services, including presentation equipment, sound and assisted listening systems, video gaming platforms, etc.
- Acts as a liaison with the City of Quincy, the Old Colony Library Network and Quincy Access Television regarding all relevant network and telecommunications functions and equipment.
- Manages other automated systems as needed, including building systems.
- Assists staff in orienting the public to new technology equipment and services; Assists with the production of educational and promotional videos for both staff and public audiences
- Provides technology support for public outreach activities.

- Works collaboratively with other staff in the management and development of the library website and other digital library services and programs.

Supervising and Leadership Support

- Supervises the work of employees assigned to the IT Department and any staff, volunteers and/or interns assigned to technology projects.
- Participates in the interviewing, selection, and appraisal of IT staff.
- Fosters a cooperative work environment and communicates effectively with employees to provide the highest quality assistance to library users.
- Collects and analyzes all technology usage statistics and prepares regular written reports.
- Develops, documents, interprets and implements network administration and other technology-related policies and procedures.
- Prepares written proposals, Requests for Proposals, funding and grant applications.
- Serves as the Library's liaison with vendors, other city departments, and outside organizations regarding technology services.
- Collaborates closely with other library supervisors and departments to ensure that public access technology is up-to-date and functional.
- Monitors patron behavior and conduct, ensuring the safety of staff and the public and maintaining an appropriate atmosphere and discipline.
- Assumes a leadership role to address emergency situations, as required.
- Serves as a member of the Library's management team.

Training & Staff Development

- Instructs and supports staff in the operation and basic maintenance of technology equipment; Prepares and maintains documentation and training tools; Develops and delivers training programs for staff, in cooperation with other library supervisors.
- Maintains an area of expertise in current and emerging technology services.
- Participates in library teams, committees and trainings in support of library strategic initiatives.
- Attends professional meetings and workshops and participates in appropriate professional organizations and committees.

Other Duties

- Provides information, reference and technology services to the public and backup to other departments as needed.
- Performs related duties as assigned.

Qualifications

Education

- Masters in Library Science from an ALA accredited library school preferred but not required.
- Bachelor's degree required
- Microsoft 365 Certification as a Modern Desktop Administrator Associate preferred

- Graduate level coursework in computer science or information technology an asset

Information Technology

- Three years of successful related work experience with infrastructure, desktop, and security administration in a library or similar environment
- Five years server administration experience
- Extensive knowledge of library technology and web-based products and services
- Direct experience with Windows operating systems and applications, Active Directory, group policies, and SaaS
- Familiarity with VMware, LINUX, mobile operating systems, and integrated library systems
- Ability to learn how to administer additional technology services, including building systems, VPN, and cloud-based computing
- Ability to identify and facilitate innovative and practical technology solutions to enhance the delivery of library services
- Working knowledge of web content management systems and scripting languages (CSS, XML, PHP) an asset

Customer Service

- Two years of experience providing direct technology support to users
- Must possess a positive customer service attitude, professional demeanor, and the ability to be friendly, courteous and tactful with the public

Supervisory, Communication and Interpersonal Skills

- Two years of experience as a supervisor or team leader
- Strong leadership ability, including initiative, creativity, and flexibility
- Demonstrated project management skills, including the ability to establish priorities, plan short- and long-term objectives, handle multiple competing priorities, assign and follow up on tasks, and meet reasonable deadlines
- Must be able to communicate clearly, diplomatically, and in a friendly and positive manner with staff and library users from diverse ethnic, socioeconomic and cultural backgrounds, and be able to simplify complex technology topics for novices
- Must be able to establish and maintain effective working relationships with all levels of library staff and work collaboratively in a team environment to find solutions to problems
- Must be able to communicate effectively in English, both orally and in writing, and be easily understood on voice telephone
- Public speaking experience and formal writing skills high desired; ability to converse in one or more non-English languages an asset

Other Required Skills and Abilities

- Strong troubleshooting and problem resolution skills
- Ability to adapt to a rapidly changing environment, and flexibility in staffing situations
- Must be able to work independently and exercise initiative and good judgment in the performance of duties

Physical Demands and Work Environment

Physical Demands:

While performing the duties of this job, the employee is frequently required to:

- Sit or stand for extended periods of time, to bend, stoop, and walk, and to talk and hear
- Use hands to finger, handle, or feel objects, tools, or controls; and to reach with hands and arms
- Lift and carry books and other library materials up to 50 pounds, push loaded book trucks up to 150 pounds, and operate a variety of machinery and equipment, including servers, computers, scanners, printers, and building security, audio/visual, sound, and telecommunications equipment
- Vision requirements include close vision, distance vision, depth perception and the ability to adjust focus

Work Environment:

While performing the duties of this job, the employee will encounter hectic or demanding situations, including behavioral issues and frequent interruptions, with maximum flexibility required. The job involves working a varied schedule, including willingness to:

- Occasionally work non-standard hours to deal with system maintenance and upgrades
- Be on call during off-hours to triage or resolve urgent technology problems
- Travel between branch locations and attend meetings and events outside the library

Must possess a valid Massachusetts Class D driver's license and a motor vehicle

October 2022