## JOB INFORMATION

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Technology Manager</th>
<th>Civil Service:</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department:</td>
<td>Library</td>
<td>Bargaining Unit:</td>
<td>Non-Bargaining</td>
</tr>
<tr>
<td>Reports to Position:</td>
<td>Library Director</td>
<td>Pay Grade:</td>
<td>NB PayScale</td>
</tr>
<tr>
<td>Location:</td>
<td>Marion Public Library</td>
<td>Overtime Status:</td>
<td>Salary</td>
</tr>
<tr>
<td>Effect Date:</td>
<td>4/23/2020</td>
<td>FLSA Status:</td>
<td>Exempt</td>
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</tbody>
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## JOB SUMMARY

Provide a brief description as to the primary purpose of this job (no more than three to five sentences):
The successful candidate will possess a strong background in information technology, project management, library science, library system development, as well as teamwork and leadership skills.

This position performs expert-level work involving the development and maintenance of library technology information systems. The Library Technology Manager develops policies, procedures, and supports activities to ensure access to the full range of library technology and resources is available for public use and staff operations.

## ESSENTIAL JOB DUTIES/WORK PERFORMED

List essential job functions that comprise the job; describe in terms of actions (verbs) and desired outcomes in order of most important first:

- Work with Library Director and Deputy Director to develop plans and goals for technology in support of Library services.
- Determine a conceptual database design and data interfaces for multiple platforms to ensure quality data.
- Configure and manage all aspects of the operations of the integrated library System (ILS), including but not limited to, maintain the ILS databases and records, functions, products, upgrades and new releases and respond to new releases and respond to issues and problems.
- Prioritize activities and provide statistical analysis related to library trends and envision enhancements and improvements for public & staff use.
- Participate in library professional organizations such as MELSA and other library system committees.
- Initiate and manage complex projects in support of library services.
- Establish a strong working relationship and collaborate with the City’s IT Department for City services used by the Library including network services, phones, email, etc.
- Plan training related to new or enhanced technology for Library staff. Ensure technical assistance, training, mentoring, and/or work direction related to data collection, security, and system infrastructure issues.
- Evaluate services and operations based on staff and customer input and create procedures to improve operations.
- Contributes to the development and implementation of the budget, goals, objectives, policies and priorities.
- Analyzes technology and library trends and makes appropriate recommendations to the Library Director for the short-term and long-term strategic plans that will prepare the Library to address the community’s informational, recreational and research needs.
- Participate in the development, planning and evaluation of the library’s computer instruction for staff and public.
- Supervisory responsibility could include any of the following Patron Services, Technical Services, Technology, and/or Web Services.
- Participate in professional organizations and continuing education activities.

Daily work may include some clerical and paraprofessional tasks.

## REQUIRED KNOWLEDGE AND SKILLS
List key dimensions (measurements for success) for this position:

- Flexibility to embrace the changing mission and vision of the Marion Public Library
- Ability to work collaboratively and independently
- Exceptional attention to detail and organization
- Ability to manage several projects at once
- Ability to work with minimum supervision
- Ability to supervise, train and evaluate staff
- Ability to communicate clearly and concisely, both orally and in writing
- Ability to effectively and easily communicate technical topics to novices.
- Ability to project a positive, upbeat attitude and excellent interpersonal skills even under stress.
- Ability to work and communicate effectively with library management and staff.
- Ability to learn new and emerging technologies.
- Understanding and utilize IT best practices.
- Ability to troubleshoot Windows 2000 and Windows XP workstations.
- Ability to troubleshoot print devices.
- Ability to develop and maintain effective knowledge-based relationships with vendors.
- Thorough understanding of PC hardware, components and parts.
- Ability to document any and all workstation changes and updates.
- Understanding of troubleshooting ticket systems.
- Solid understanding of NTFS and Share permissions.
- Ability to configure TCP/IP.
- Knowledge of workstation imaging software.
- Knowledge of workstation security software.
- Understanding of Windows Registry and important keys.

ESSENTIAL FUNCTIONS & PHYSICAL ABILITIES

List key relationships (to whom and the nature of the relationship) and leadership received and from whom associated with this position:

- Ability to sit, bend, stoop, reach, stand, push, pull as required
- Physical agility, strength and dexterity necessary for handling library materials up to 35 pounds.
- Dexterity to use basic technology equipment, including a keyboard, mouse, and touchpad
- Interpersonal skills and cognitive flexibility to interface with a variety of internal and external customers in diverse, sometimes high-stress, situations
- Executive functioning skills appropriate for a busy, fast-paced environment

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

QUALIFICATIONS

List the minimum requirements to be considered for this position:

A Bachelor’s Degree in Information Technology, Business Administration, Computer Science, Library and Information Science, and/or a related field. Six years of related professional experience to include:

Three years of library experience including reference, acquisition, library technology, research, cataloging; AND
Two years of supervisory experience; AND
Two years of experience managing an Integrated Library System (ILS)

OR

A Master’s Degree in Information Technology, Business Administration, Computer Science, Library and Information Science, and/or a related field. Four years of related professional experience to include:

Three years of library experience including reference, acquisition, library technology, research, cataloging; AND
Two years of supervisory experience; AND
Two years of experience managing an Integrated Library System (ILS).

Demonstrated project management skills

**Preferred requirements:**
- Ability to evaluate products and services based on service enhancement and cost effectiveness.
- Strong leadership, decision making, and communication skills.
- Excellent organizational skills, including project management.
- Ability to supervise and coordinate the work of library support staff.
- A valid Iowa driver’s license is required within 30 days of hire.

**WORKING CONDITIONS**

*List working conditions for this position:*
- Works in an office environment
- May be required to work some overtime upon demand of workload
- The Marion Public Library is a busy, customer-focused library with a high level of use by patrons of all ages. Patrons have high expectations regarding the quality and efficiency of library service.
- Program coordinators are required to work one evening per week and in a Saturday-Sunday rotation. They regularly work with and have access to patron records that are confidential according to the Code of Iowa.

**REQUIRED BACKGROUND CHECKS**

*List working conditions for this position:*
- Sex Offender Registry
- Drug Screening
- Driving Record
- Pre-Employment Physical