



# SEDONA PUBLIC LIBRARY

## Information Technology Manager

### **Job Objective**

This position works under the general supervision of the Library Director. Plans, coordinates, and manages the systems operations of Sedona Public Library. Responsible for the development and delivery of library technology plans and the operations and maintenance of the automated library systems, computers, and Internet services. Works with the Library's array of PCs in the administration of the integrated library system and LAN/WAN and functions as system administrator. Trains Sedona Public Library staff on use of PCs, software, local area network, email, and Internet access. Assumes responsibility for projects, as delegated and assigned. May assist in maintenance of the website. Performs related duties as assigned.

### **Essential Functions and Responsibilities**

The following list identifies principal duties and responsibilities of the job. It is not a definitive list and other similar duties may be assigned.

- **Works with the Library's array of PCs.**
- **Manages the administration of the integrated library system and LAN/WAN and functions as system administrator/network manager.**
- **Assists with the planning, development, implementation and evaluation of staff technology training for SPL libraries.**
- **Assists in the evaluation of library services in order to improve them.**
- **Performs a variety of clerical tasks.**
- **Deals with problem patrons, particularly those who disrupt normal use or operations of the Library, or attempt to use library computers inappropriately.**
- **Assists in the maintenance of the Library website, or act as webmaster.**
- **Development, implementation and updating of the Library's Technology Plan**

### **Knowledge, Skills and Abilities**

- Ability to manage Microsoft Windows Server environment, including Active Directory and DNS
- Skill in setting up, configuring, installing and maintaining microcomputer software, hardware, and peripherals
- Working knowledge of PCs operating in various Windows environments and skill at maintaining them
- Ability to acquire and demonstrate knowledge of other operating systems or updates of current versions of operating systems, as necessary
- Skill at installing, downloading, and configuring network and desktop operating system software as well as software packages and updates, and ability to perform these task within a reasonable period of time
- Knowledge of and ability to employ documentation techniques and practices
- Skill at functioning as system administrator with the Library's automated systems

- Minimum skill level: working knowledge and skill at using administrator modes in various Windows versions as client and server levels, anti-virus, and security software
- Working knowledge of databases and ability to quickly acquire skill in using the administrator mode in the integrated library system
- Working knowledge of query languages and ability to quickly acquire skills to generate customized reports from the integrated library system
- Working knowledge of telnet programs and ability to quickly acquire skill in using telnet emulation software.
- Working knowledge of online scheduling managers and ability to quickly acquire skill in using other software associated with the functions of the Library
- Ability to acquire and demonstrate knowledge of other software packages and operating systems, as necessary
- Working knowledge and skill using Microsoft and other software packages
- Ability to acquire and demonstrate working knowledge of other software packages or update of current versions, as necessary

### **Minimum Skill Level**

- Ability to generate effective documents using Microsoft Word
- Strong familiarity with various web browsers (IE, Firefox) and ability to configure web browser based applications
- General knowledge of Microsoft Office product suite
- Command Level knowledge of Windows 2000, XP, and (soon Vista), understanding of batch files, macros, scripts, and general programming techniques
- Solid knowledge of TCP/IP, FTP, Ethernet (10-100mps), and LAN printing setup, network maintenance and troubleshooting
- Ability to design effective presentations using PowerPoint
- Understanding of desktop database systems such as MS Access, FileMaker Pro and ability to learn/edit existing customized relational database systems
- Ability to use an html editor (i.e. FrontPage, Mozilla, Dreamweaver, Contribute) to assist in management of the Libraries website
- Initiative and ability to apply problem-solving skills when troubleshooting equipment software and hardware issues
- Skill at providing training and support for end users, particularly newly hired Library staff and those who require refresher training
- Ability to develop user-friendly training modules
- Ability to communicate technical information effectively
- Skill in performing routine and non-routine procedures involving many steps
- Ability to follow complex written and/or verbal instructions and to pay close attention to detail
- Ability to work with limited direct supervision
- Ability to provide courteous public service and to present clear explanations of established policies and procedures
- Ability to think and act appropriately under pressure
- Willingness and ability to grant logical exceptions to Library policies and procedures when warranted
- Capacity to be easily understood on voice telephone
- Demonstrated knowledge of proper telephone etiquette; ability to use phone systems; ability to take messages and identify appropriate destinations
- Ability to interact effectively with the Library's automated system
- Accurate keyboarding at a minimum of 40 words per minute

- Ability to work in a team setting
- Willingness to assist and support coworkers, contribute ideas, maintain flexibility and be able to adapt to a rapidly changing environment
- Ability to develop job-related goals and objectives
- Willingness to develop job-related abilities, skills and knowledge
- Willingness and ability to keep abreast of changing technologies and procedure, and to assume responsibilities by introduction of different services and equipment
- Willingness and ability to understand and support the fundamental principles of library services, such as: open access to library materials for people of all ages; the library's obligations to provide materials representing as many points of view as possible; and a patron's right to privacy in dealings with the library and with respect to records maintained by the Library.

### **Physical and Mental Requirements**

- Physical capacity and skill at installing and maintaining equipment
- Physical capacity to lift and maneuver monitors, servers, and other equipment often weighing up to 50 lbs
- Physical capacity to crawl beneath desks and to reach up behind desks to attach cables, plug in computers, etc.
- Physical capacity to climb ladders to reach cable raceways in the ceiling.
- Physical capacity to pull cable
- Manual dexterity to install cables, network cards, modems, etc.

### **Education, Experience and Training**

- General educational development at a level normally acquired through completion of an associate degree at an accredited technical college as a Microcomputer Specialist, Network Specialist, or similar degree
- One (1) year previous on the job, volunteer, or life experience in a public services setting
- Demonstrable possession of knowledge, skills, abilities, and capacities identified in "Essential Functions and Responsibilities" section, above
- Capacity to work under conditions described in "Working Environment" section, above

### **Position Hours**

- Full-time, typically working 80 hours per two-week pay period on a flexible schedule which varies from week to week. May be scheduled to work days, evening, Saturdays, and Sundays

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