BROWN COUNTY LIBRARY
POSITION DESCRIPTION

Position Title: IT Manager
Location: Central Library
Reports To: Executive Director
Grade: 7

JOB SUMMARY

The IT Manager provides professional technology leadership and direction by planning, coordinating, and implementing, hardware and software solutions for the Library. They work with vendors, staff, and customers on troubleshooting technology issues. This position reports to the Executive Director and serves as a member of the Library's Administrative Team.

DUTIES AND RESPONSIBLITIES

1. Coordinate and oversee all aspects of day-to-day operation of library technology solutions
    a. Perform set-up, maintenance, and troubleshooting of devices and network connections in cooperation with Brown County's Department of Technology Services (DoTS)
    b. Inform library Administration and staff about the status and progress of technology projects
    c. Monitor the status of library technology products and troubleshoot problems
    d. Investigate, plan, and implement new technology hardware and software, as well as audio-visual equipment, to enhance library services for staff and/or customers
    e. Serve as a central administrator or technical expert for library specific technology software and products
    f. Develop and oversee compliance with technology-related library policies and procedures
    g. Maintain inventory of hardware and software
    h. Serve as backup to the Marketing Specialist for the maintenance of the library website

2. Collaborate with others to ensure the effective maintenance and use of library technology
    a. Serve as liaison to and coordinate hardware and software projects with DoTS staff
    b. Direct work of the Library Service Associate/IT Associate, providing feedback and training
    c. Collaborate with the Collection Development Manager to maintain and provide access to downloadable content
    d. Troubleshoot software, hardware, and technology issues in a timely manner, communicating directly with staff and vendors as necessary
    e. Oversee upgrades, maintenance, and troubleshooting of library technology products, coordinating with vendor and library public service schedules
    f. Chair the Library's Automation Team
        a. Call meetings and set agendas
        b. Respond to service tickets and assign to appropriate team members for resolution

3. Plan, develop, and conduct technology training for staff and the public
    a. Compile and analyze data on staff technology competencies to guide staff training initiatives in coordination with the Deputy Director
    b. Working with the Tech Team, oversee the creation of documentation and tools to assist staff and customers in their technology use
    c. Conduct or coordinate staff training in specific technology areas using a wide range of distribution formats (one-on-one, in-person group training, remote demonstration, etc.).
    d. Assist customers with using library technology indirectly through a staff member, or at times, directly with the customer

4. Support the mission and strategic goals of the Library
    a.   Attend meetings and in-service training to maintain knowledge base
    b.   Serve as a member of the Library's Administrative Team
    c.   Maintain professional knowledge through workshops, meetings, membership in professional organizations, and reading current literature
    d.   Develop partnerships with community organizations
    e.   Work with other staff and community partners to research, write and implement grant proposals
    f.   Perform other related duties as needed or assigned

QUALIFICATIONS AND REQUIREMENTS

Education and Experience
A Bachelor's degree in computer science, or a field of study directly related to the job to be performed plus three years of related work experience, or any combination of education, training, and experience which provides the necessary knowledge, skills, and abilities.

Licenses and Certifications
Valid Wisconsin Driver's License

Knowledge, Skills, and Abilities
1. Effectively manage system-wide projects, working with a variety of on and off-site vendors, customers, and staff
2. Employ advanced knowledge of computer hardware and software skills, including installation, troubleshooting, and basic networking
3. Demonstrate detailed knowledge of library technology tools and issues, including information access and retrieval, library automation systems, user interface and accessibility best practices, emerging technologies, and downloadable digital content systems
4. Ability to understand and utilize Perl, JavaScript, SQL, and CSS, as well as learn coding languages and applications as needed
5. Effectively develop, administer, and interpret Brown County Library policies and procedures in accordance with relevant local, state, and federal laws, rules, and regulations
6. Exercise independent judgment and make sound decisions
7. Knowledge of public library principles, practices and techniques
8. Assess users' needs and provide consistently exceptional customer service
9. Make presentations to varying sized groups of youth and adults
10. Effectively coordinate and direct the work of others
11. Maintain a calm demeanor under stressful or unsettling circumstances
12. Demonstrate strong verbal and written communication skills
13. Represent the library in a responsible, professional and trustworthy manner
14. Establish and maintain cooperative and courteous working relationships with staff and a diverse customer base
15. Work independently with minimal supervision
16. Appropriately multitask and prioritize
17. Work efficiently while paying close attention to detail
18. Follow detailed verbal and written instructions
19. Meet the flexible scheduling needs of the library
20. Adapt to changes in the work environment
21. Effectively use general office equipment and software, including but not limited to, computer, printer, photocopier, telephone, cash drawer, audio-visual equipment, and email

PHYSICAL DEMANDS
1. Lifting 40 pounds maximum with frequent lifting and carrying of objects weighing up to 30 pounds
2. Pushing and pulling objects weighing up to 50 pounds
3. Frequent sitting, standing, walking, kneeling, and climbing
4. Using hand(s) for repetitive single grasping, fine manipulation, and operating controls
5. Frequent bending, twisting, squatting, and reaching

WORKING CONDITIONS
This position works with the public. Evening and weekend work may be required. As part of a county-wide library system, reassignment to another branch may occur.

DIRECT REPORTS
- Library Service Associate/IT Associate

This job description should not be interpreted as all-inclusive. It is intended to identify the major responsibilities and requirements of this job. Employees may be required to perform job-related responsibilities and tasks other than those stated on this description.

I have read the above position description and understand the duties and responsibilities of the position.

_____   _____
Employee Name (Please Print)   Date

_____
Employee Signature

Approved:5/20/2021