



Wilmette Public Library

**Wilmette Public Library
Job Description**

Position:	INFORMATION TECHNOLOGY MANAGER
Type:	Full-time
Classification:	Exempt
Reports to:	Director
Pay Grade:	31
Updated:	06-09-2022

POSITION SUMMARY

Reporting to the Director, the Information Technology Manager is responsible for the operation of the IT Department which includes planning, purchasing, implementing, maintaining, and supporting all computer and network hardware and software in coordination with contracted network consultants. The IT Manager oversees the network infrastructure, computer aspects of telecommunications, copiers and office equipment, access control, security systems, and audiovisual equipment. As a member of the Leadership Team, the IT Manager works closely with the Director, Facilities and Safety Manager, and HR Manager, and collaborates with all department managers and public service staff on operational technology needs. Position directly supervises IT Assistants.

ESSENTIAL RESPONSIBILITIES

- Work with contracted consultants, including LAN and WAN network administrators, to install, support, and maintain network, physical and virtual file servers, PC workstations, peripherals, routers, switches, cabling, and Internet communications devices to assure timely, secure, and reliable access to library data as required by authorized users, including regular backups and restores.
- Troubleshoot equipment, network, and server-related issues in a timely manner. Create and manage service tickets with contracted vendors as appropriate.
- Provide end-user support for various software applications, including Microsoft Office environment (Outlook, Word, Excel, Access, Power Point, Teams).
- Maintain, support, and manage Active Directory server environment, staff profiles and email accounts, and VPN connections, and troubleshoot as needed.

IT Manager

- Provide in-house administration of the telephone and voicemail system, coordinating installation, maintenance, and support with outside vendors as needed.
- Appropriately communicate system, network, or workstation service issues to appropriate stakeholders, and provide timely and necessary updates.
- Interview, hire, supervise, coach, train, and evaluate (annually & midyear) all department staff while providing support, guidance, and professional development. Approve hours worked on bi-weekly payroll basis.
- Regularly evaluate current IT services, equipment, policies, and spaces to identify and solve problems, improve public service, and assess the use of available resources.
- Maintain an inventory of all library technology assets.
- Develop computer information resources, providing for data security and control, strategic computing, contingency planning, and disaster recovery.
- Implement all general procurement of equipment and materials for computer and related equipment, schedule installation, and oversee repair and replacement cycle.
- Research, plan, and implement approved IT service plans, supplies and equipment purchases, and approve expenditures for department.
- Gather, analyze, and report statistical data. Create reports, surveys, manuals, and other informational and procedural documentation.
- Understand and enforce the Library's policies and procedures while safeguarding confidential and restricted information.
- Effectively convey library policies and procedures to vendors, the public, and staff.
- Maintain professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, and benchmarking new practices and technologies.
- Serve as a member of the Leadership Team and attend regular meetings.
- Participate on and/or chair Library committees as assigned.
- Keep current on department and library news and events by checking work email.
- Performs other duties as assigned.

KNOWLEDGE / SKILLS / ABILITIES

- Demonstrated ability to:
 - develop and maintain strong working relationships with colleagues and community members
 - anticipate and creatively solve problems with a flexible mindset
 - positively adjust to change
 - think strategically about the library's role providing digital services to the community
 - gather, analyze, and use meaningful data in decision-making processes
 - demonstrate exceptional leadership skills and conduct fair and impartial treatment to all patrons and staff
 - coordinate and prioritize tasks to meet deadlines with excellent organizational and problem-solving skills
 - work independently while also flexible to work in a team setting.

IT Manager

- Commitment to and demonstrated success discussing, integrating, and promoting diversity, equity, inclusion, and accessibility.
- Ability to prove extensive knowledge of computers and various software and technology equipment.
- Ability to assess information system needs to generate system development plan, and to recommend selection of appropriate hardware and software.
- Ability to troubleshoot technology issues calmly, patiently and effectively.
- Ability to provide training and support to other department members and end-users.
- Ability to demonstrate superb communication skills both verbal and written.
- Ability to demonstrate knowledge of department practices and procedures.
- Demonstrate awareness of library resources, practices, and policies.
- Ability to exercise good judgment in evaluating situations and making decisions.
- Ability to use tact and sensitivity in personal transactions and interactions.

QUALIFICATIONS

- Bachelor's Degree in technology or information field of study required.
- 1 year of supervisory experience required.
- Minimum of 3 years of progressively responsible current experience in information systems, including an in-depth knowledge of personal computer networking, LAN, WAN, and network operation; working knowledge of network infrastructure administration (switches, routers, etc.), word-processing, spreadsheet, database, monitoring and reporting software, Internet, email, and operating systems.
- Working knowledge of telephone system operations, routers, and communications lines (phone and data).
- Exceptional communication and customer service skills required.
- Proven project management experience.

Physical Requirements: (Requests for reasonable accommodations to these requirements may be considered)

- Ability to read, write, and communicate fluently in English.
- Ability to hear, comprehend and respond to staff and computer users both in person and in telephone conversations.
- Ability to read computer screens, and other associated computer equipment, including – but not limited to – sorters, media dispensers, printers, etc.
- Must have full hand dexterity to be able to manipulate computer, keyboards, wiring and other AV equipment.
- Ability to type with accuracy and attention to detail.
- Ability to lift and carry CPUs, monitors, and other computer equipment up to 40 pounds.
- Ability to reach a height of greater than 60 inches.
- Ability to bend and stoop while setting up computer equipment.
- Ability to tolerate equipment noise that reaches above moderate level.
- May be required to sit or stand for extended periods of time during work period.

IT Manager

- May be required to push a cart of computer equipment weighing greater than 100 pounds.
- Must be available to respond to escalated system-related issues 24 x 7 as needed.

ACKNOWLEDGEMENT

I understand this job description and its requirements and responsibilities required to fulfill the position. I also understand that the job functions may change as needs evolve.

Employee's Signature

Date