INFORMATION TECHNOLOGY
AND TECHNICAL SERVICES MANAGER

DEFINITION

Under general direction, plans, manages, and oversees the daily functions, operations, activities, projects, and programs of the District's information technology, telecommunications, and technical services functions; provides leadership in implementing information technology initiatives; ensures IT programs fulfill the business goals and objectives of the District; performs long-range planning related to the acquisition, maintenance, and replacement of hardware and software throughout the District; supervises and oversees the Technical Services Department; manages the effective use of District resources to improve organizational productivity and customer service; provides complex and responsible support to management in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the District Director. Exercises direct supervision over professional, paraprofessional, and administrative staff.

CLASS CHARACTERISTICS

This is a deputy department director classification responsible for planning, organizing, and managing the operations and activities of the District's information technology, technical services, and telecommunications functions. Incumbents are responsible for performing diverse, specialized, and complex work involving significant accountability and decision-making responsibilities, which include division budget administration, program evaluation, and recommendation and implementation of policies, procedures, goals, objectives, priorities, and standards related to information technology systems and technical services initiatives. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within broad guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Plans, manages, and oversees the daily functions, operations, activities, projects, and programs of the District's information technology (IT), technical services (T.S.), and telecommunications functions; provides leadership in implementing IT and T.S. initiatives; ensures IT and T.S. programs fulfill the business goals and objectives of the District.

- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the utilization, maintenance, repair, and enhancement of the District's information technology and telecommunications systems; plans and manages large-scale maintenance and capital improvement projects; recommends within division policy, appropriate service levels.

- Develops, administers, and oversees the District's information technology, telecommunications maintenance, and capital improvement plan budgets; determines funding needed for staffing,

equipment, materials, and supplies; ensures compliance with budgeted funding; assists staff in preparing grants to secure additional funding.

➢ Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assesses and monitors workload and administrative and support systems; identifies opportunities and makes recommendations for improvement.

➢ Analyzes IT and telecommunications needs; determines which functions should be implemented by District staff and which should be contracted out.

➢ Develops and manages requests for proposals for professional and/or contracted services; prepares scope of work and technical specifications; evaluates proposals and recommends award; negotiates contracts; administers contracts to ensure compliance with District specifications and service quality; directs work of contractors providing services necessary to maintain the District's IT and telecommunications equipment and systems; oversees installation of systems and equipment including computers, telecommunications lines, servers, telephones, and printers.

➢ Manages, administers, and maintains the District's information technology infrastructure; evaluates, selects, and recommends District-wide information system purchases; develops long-term information system strategies to plan for and control system upgrades and growth; evaluates and recommends new technologies and purchases of equipment and materials to support the District's IT T.S., telecommunications needs; encourages innovation among technical staff in the utilization and implementation of ideas and techniques.

➢ Resolves computer system problems as they occur; provides direction and technical supervision to external consultants who perform systems related tasks; ensures necessary repairs and maintenance on District IT and telecommunications equipment and systems are carried out in a timely manner, including emergency repairs that may be needed outside of normal business hours; develops preventive maintenance plans and schedules for related equipment.

➢ Provides high-quality internal customer service to District departments; performs technical support, installation, maintenance, and repair of hardware including computers and other equipment such as radio frequency identification (RFID), remote and virtual computer access systems, building alarm systems, security cameras, telephones, cell phones, voicemail, desktop computers, laptop computers, servers, printers, photocopiers, local and wide area networks, operating systems, enterprise applications, Integrated Library System software, electronic mail, and Internet access.

➢ Works with District Director and Board of Trustees to develop plans for major information technology expansion and improvement projects; meets with other departments regarding their information technology and computer system needs, projects, and initiatives; determines the scope and priorities of projects; discusses and recommends system capacity and equipment acquisitions.

➢ Manages security, data accuracy, legal and regulatory compliance, backup, storage, testing, maintenance, and data retrieval functions, as well as network administration, password administration, and time management systems for patron terminals.

➢ Provides support to end users regarding selection, procurement, installation, training, utilization, and maintenance of all software programs; writes database scripts and queries; generates statistical information and other reports as requested.

➢ Assists staff with development and maintenance of the District's websites and web-based applications and services; continuously improves and expands services available to customers and employees via the Internet; ensures all web connections are secured; identifies and implements opportunities to use digital technologies to improve the District's customer service, internal and external communication, and the efficiency and effectiveness of internal operations.

➢ Ensures District staff and volunteers are trained in the operation of telecommunications and computer systems and equipment necessary to carry out their roles; supports the District's bibliographic instruction and other technology-related training programs for library users; assists staff with accessing webinars and other online training services.

➢ Participates in the selection of, schedules, trains, motivates, mentors, and evaluates assigned personnel; coordinates the daily activities of staff and volunteers assigned to the departments; reviews and approves employee timecards and employee requests for time off; adjusts staff schedules to ensure proper coverage; schedules and conducts meetings for assigned teams; meets with staff to discuss their work and concerns; works with employees to correct deficiencies; recommends and implements discipline and termination procedures.

➢ Oversees and coordinates acquisitions, cataloging, and library materials processing functions, patron initiated purchases (PIPs), and inter-library loans (ILLs).

➢ Ensures new items are added to the catalog and circulated in a timely fashion; assists with the development and regular inventory of library collections; creates required reports to support staff in de-selection and reassignment of materials.

➢ Ensures bibliographic records and items are accurate, validated, and uploaded into the Library's information system; ensures consistency of records by making corrections, merging records, or eliminating records.

➢ Conducts regular assessment and evaluation of the Library's collections using data and reports; manages and coordinates the collection based on additions, deletions, gaps, and community needs.

➢ Works with management to develop policies and carry out tactical directions for maintaining the Library's collection, cataloging, metadata, digital collection services, product development, and print acquisitions.

➢ Evaluates the Library's collection and provides recommendations and implementation for new services, products, policies, procedures, equipment, and staffing; facilitates technical and collection development services projects.

➢ Coordinates electronic resource management; evaluates use and maintains relationships with vendors.

➢ Assists the Assistant Library Director with setting up trials, budget management, and negotiating prices for print and digital collections.

➢ Prepares and presents staff and agenda reports and other necessary correspondence related to assigned activities and services; presents reports to various commissions, committees, and boards; provides highly complex staff assistance to the District Director and Board of Library Trustees.

➢ Conducts a variety of organizational and operational studies and investigations; recommends modifications to assigned programs, policies, and procedures, as appropriate.

➢ Attends and participates in professional group meetings; stays abreast of new trends, innovations, and changes to regulations in the fields of information technology, technology-related library services, and telecommunications; researches emerging products and enhancements and their applicability to District needs; recommends improvements and implements changes accordingly.

➢ Receives, investigates, and responds to difficult and sensitive problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action; greets and assists internal and external customers in a friendly, prompt, and accessible manner; creates positive experiences for library patrons by effectively and efficiently performing job tasks; presents a positive image of the library in attitude, communications, and appearance while performing duties in both public and staff areas; works in conjunction with Administration, management, and other District staff to respond to the needs of the public.

> ➢ Directs the establishment and maintenance of working and official division files.

> ➢ Ensures compliance with District and mandated safety rules, regulations, and protocols.

> ➢ Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

> ➢ Principles, practices, methods, and techniques of troubleshooting, diagnosing, and resolving computer hardware, software, network, and telecommunication system issues.
> ➢ Best practices regarding the development, implementation, and management of information technology and telecommunication systems hardware and software.
> ➢ Characteristics of various technology systems and equipment, and a general understanding of system features and their integration capabilities.
> ➢ Methods and techniques of installing, configuring, administering, and monitoring a diverse range of physical and virtual systems.
> ➢ Methods and techniques of eliciting information and performing diagnostic procedures on technology systems.
> ➢ Security and monitoring devices and procedures necessary to maintain the integrity and security of data in networked systems.
> ➢ Systems design and development processes, including requirements analysis, feasibility studies, software design, programming, beta testing, installation, evaluation, and operational management.
> ➢ Principles and practices of database management and administration.
> ➢ Current hardware, software, and programming applications including Voice Over IP, HTML, virtual desktop infrastructure (VDI), remote desktop infrastructure (RDI), firewalls, backup and disaster recovery techniques, and other local network and cloud-based applications.
> ➢ Administrative principles and practices, including goal setting, program development, implementation, evaluation, and project management.
> ➢ Principles and practices of budget development and administration.
> ➢ Principles and practices of leadership.
> ➢ Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
> ➢ Principals and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
> ➢ Principals and practices of ordering library materials and managing collections.
> ➢ Principals and practices of cataloging and integrated library catalog systems.
> ➢ Standard reference materials and other library tools including online resources.
> ➢ Principals, trends, terminology, techniques, and practices of modern library work.
> ➢ Library policies, procedures, and administration including the Dewey Decimal system and alphabetical filing systems.
> ➢ Broad-based collection development practices.
> ➢ Current trends in selection, ordering, patron-driven programs, and vendor services.
> ➢ Practice of the national book trade and national standards.
> ➢ Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas of responsibility.
> ➢ Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
> ➢ Principles and practices of contract administration and management.
> ➢ Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.

> ➢ Recent and on-going developments, current literature, and sources of information related to information technology and telecommunications.
> ➢ Methods and techniques of preparing technical and administrative reports, and general business correspondence.
> ➢ Standard library procedures, current information technology, and Internet and database search capabilities.
> ➢ Complex mathematical and statistical techniques.
> ➢ Principles and practices of research, analysis, reporting methods, and data collection.
> ➢ Principles and procedures of record keeping, document processing, and filing systems.
> ➢ District and mandated safety rules, regulations, and protocols.
> ➢ Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
> ➢ The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
> ➢ Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

> ➢ Organize, manage, implement, and maintain efficient and effective automated systems to ensure the reliability and integrity of the District's data and system infrastructure.
> ➢ Provide administrative, management, and professional leadership for the District's IT and Technical Services programs.
> ➢ Conduct complex research projects on a wide variety of information technology topics; analyze statistical data; evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
> ➢ Perform complex duties in the installation, configuration, administration, and maintenance of technology systems hardware and software in assigned program areas.
> ➢ Evaluate, research, and diagnose complex user issues and recommend solutions.
> ➢ Maintain storage of backup computer files; restore files as needed.
> ➢ Create and manage computer user account access.
> ➢ Perform the most complex professional Librarian duties.
> ➢ Participate in the design, development, testing, and implementation of new technology systems.
> ➢ Develop and implement goals, objectives, practices, policies, procedures, and work standards.
> ➢ Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
> ➢ Prepare and administer an operating budget; allocate limited resources in a cost-effective manner.
> ➢ Make accurate arithmetic, financial, and statistical computations.
> ➢ Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
> ➢ Evaluate a situation, make effective decisions under pressure, and take appropriate action.
> ➢ Analyze, interpret, summarize, and present technical information and data in an effective manner.
> ➢ Manage and monitor complex technology projects and contracts on-time and within budget.
> ➢ Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
> ➢ Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
> ➢ Establish and maintain a variety of filing, record keeping, and tracking systems.
> ➢ Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
> ➢ Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
> ➢ Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.

➢ Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:
➢ Equivalent to a bachelor's degree from an accredited college or university with major coursework in computer science, management information technology, library science, or a related field.

Experience:
➢ Five (5) years of increasingly responsible experience in the development and administration of a comprehensive technology program, including computer programming and hardware and software support experience, including four (4 years) of progressive responsibility in lead, supervisors, or management capacity and at least two (2) of those years working in a library or on library systems, procedures, and contracts.

Licenses and Certifications:

➢ Possession of a valid California Driver's License, to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may encounter challenging interpersonal situations in the course of their work.

WORKING CONDITIONS

Occasional evening and weekend work may be required as job duties demand.