**JOB DESCRIPTION**

**Title:** TECHNOLOGY MANAGER

**Reports to:** Library Director

**Status:** Full timeExempt

**Nature of Work**

Under the direction of the Library Director, plans and directs all technology operations of the Jackson District Library (JDL) system and provides leadership and supervisory support to the Information Technology staff. Responsibilities include developing policies and procedures, evaluating resources, training staff and public, and maintaining computer hardware and software. Formulates and implements a comprehensive, innovative and advanced technology plan for the library district. Works proactively with staff from key departments such as Collection Services, Marketing, and frontline staff throughout the library system to provide leading-edge services to library users in Jackson County.

This position sits on the Library’s Leadership Team, representing the Information Technology department, and works in partnership with teammates to collaborate on strategic planning and development of policies and services along with other district-wide initiatives. Serves as liaison with numerous outside agencies and the public to share information, maintain positive public relations, and promote library programs and services. Works with organizations throughout the community to establish and maintain innovative technology partnerships.

**Examples of Work**

Budgeting, Strategic Planning, Leadership

* Creates a customer focused culture by leading, modeling, and empowering staff to deliver excellent internal and external customer service in all interactions with respect, responsiveness, and professionalism.
* Builds effective teams through clear leadership, and a culture of open communication and accountability, coaches and mentors staff in support of leadership development and succession planning.
* Employs a continuous improvement mindset and regularly evaluates Information Technology operations, turnaround times, and work processes; analyzes systemwide technology needs; works cooperatively to provide quality, seamless customer service; investigates and responds to inquiries; takes appropriate action to resolve issues.
* Recommends changes in policies, procedures, practices, equipment, budget and/or staffing to meet identified internal and external needs.
* Demonstrates forward-thinking mindset. Monitors and reviews trends in library technology practices and functions. Provides counsel regarding emerging information technology issues.
* Ensures systematic expenditure of information technology budget, maintenance of an audit trail, appropriate vendor selection, and use of library funds.  Prepares budgetary and other reports as needed.
* Coordinates the use of federal E-Rate funding and reimbursements for hardware and subscription costs.
* Participates in leadership and professional development by attending conferences and other training.

Operations & Community Engagement

* Manage and support all technology resources at Jackson District Library, which includes, but is not limited to, all wireless & wired networks, on premise hardware and software, as well as any cloud-based systems.
* Provide backup, security and disaster plan management for all technology systems.
* Coordinate technology installations, upgrades, and maintenance.
* Directs all activities associated with the acquisition of computer equipment and technology-based services, while maintaining vendor relationships.
* Represents the Library’s interests in all technology related activities by participating in various consortiums, committees and support groups.
* Performs other related library activities such as managing workloads as temporary absences or emergencies dictate.

The above statements are intended to describe the general nature and level of work being performed by people assigned this classification. They are not to be construed as an exhaustive list of all job duties performed by personnel so classified.

**Desired Characteristics and Skills**

* Demonstrated management and leadership skills.
* Good financial acumen, and knowledge of budgetary and management techniques and practices.
* Understanding of new developments and trends in technology as they apply to libraries and ability to execute on exploring new avenues for using this technology.
* Well-developed ability to comprehend and follow library policies and procedures as well as technology concepts, including the ability to explain technology concepts in basic terms.
* Strong background in both on-premise and cloud-based Microsoft environments.
* Innovative and self-motivated problem solver that can support leading edge services in a growing library.
* Knowledge of the philosophy and techniques of public library service
* Possession of a valid Michigan Vehicle operator’s license

**Employment Qualifications**

* Bachelor's degree in computer science or combination of academic training and practical work experience. ALA accredited MLS degree desirable.
* A minimum of three years' experience and significant interest in integrated on-line systems, LANs and WANs, telecommunication networks and application software in libraries.
* Five (5) years of progressively responsible management or supervision experience in the area of information technology and two (2) years of supervisory experience.

**Physical Requirements**

Ability to stand, sit, bend, twist, stoop, reach and grasp, walk, push, pull or lift materials or equipment weighing 40 pounds or more, drive a motor vehicle and manually manipulate computer keyboard, mouse and scanner etc. Ability to travel to branches and other remote sites, travel to workshops and seminars.

**Additional Requirements**

Ability to see and hear, read and write, type and operate and manipulate computers, perform basic mathematical computations, communicate effectively, work a determined schedule including evenings and weekends, take and follow direction, work well with patrons coworkers and management, organize work successfully, maintain confidentiality, give attention to detail, maintain a positive customer service attitude (internal and external), meet deadlines, work independently, and perform multiple tasks simultaneously.

The qualifications listed above are guidelines. Other combinations of education and experience which could provide the necessary knowledge, skills and abilities to perform the job may be considered.