

Palos Verdes Library District
Manager – Information Technology

Last Reviewed: March 2016

Salary Range: 70

Purpose

The Manager – Information Technology plans, organizes, manages, and provides direction and oversight for all functions related to the District's computer network and telecommunications software and hardware infrastructure, including operating systems, enterprise applications, servers, desktop computers and applications, local and wide area networks, printers and photocopiers, and telecommunications systems; provides complex professional assistance to District management staff and the Board of Library Trustees in areas of expertise.

This is a management classification that manages, directs, and participates in all activities related to the District's computer and telecommunications infrastructure; oversees, coordinates, and reviews the work of staff performing complex professional, technical, and office support related to all programs and activities of the Information Technology department; develops and administers current and long-range planning activities; manages the effective use of the District's information technology and telecommunications resources to improve organizational productivity and customer service; and provides highly complex and responsible support to the District Director in areas of expertise. This class is differentiated from the Library Manager series in that it is responsible for developing and managing a complex information technology and telecommunications network and systems architecture to support all of the District's Information Technology-related activities while the Library Manager series is responsible for applying specialized skills in library science to the development and implementation of web-based technologies to enhance library services and programs.

EXAMPLES OF ESSENTIAL 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 that qualified employees can perform the essential functions of the job.

Management and Leadership

- Provides management and leadership to assigned staff, including the following tasks:
 - Interviews, selects, and trains new employees;
 - Recommends promotion/demotion or other changes in status of staff;
 - Plans and directs work/duties of staff;
 - Provides staff with feedback on their work performance through informal coaching and the annual review process;
 - Engages staff members in continuously improving library operations and services;
 - Ensures staff members are well informed about District services, operations, programs, events, employee benefits, etc.; and
 - Ensures staff members have appropriate training and professional development opportunities.
- Manages and coordinates the work plan for the Information Technology Department; meets with staff to identify and resolve problems; assigns work activities, projects, and programs; monitors work flow; reviews and evaluates work products, methods, and procedures.
- Ensures the safe and efficient operation of assigned area of responsibility.
- Develops and maintains effective working relationships with colleagues, library support groups, volunteers, and vendors.
- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the District's information technology maintenance,

- repair, and enhancement activities including planning and managing large-scale maintenance and capital improvement projects.
- Ensures the safe and efficient operation of your department.
- Develops and implements methods to improve the efficiency and effectiveness of assigned areas of responsibility; monitors and evaluates the efficiency and effectiveness of your Department; identifies and implements opportunities for improvement. Ensures your department provides excellent customer service both internally to colleagues in other departments and externally to those who use the District's information technology and telecommunications equipment and systems.
- Performs all information technology and telecommunications related technical and professional duties and activities, as needed.

Digital Services

- Supports the Manager –Digital Library Services and other staff to develop and maintain the District's websites and web-based applications and services. Continuously improve and expand the services available to customers and employees via the Internet.
- Identifies and implements opportunities to use digital technologies to improve the District's customer service, internal and external communications, and the efficiency and effectiveness of internal operations.

System Maintenance and Administration

- Develops and standardizes procedures and methods to improve the efficiency and effectiveness of information technology programs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; prioritizes and allocates available resources; identifies opportunities for improvements and makes recommendations to the District Director.
- Receives, investigates, and responds to problems and complaints in a professional manner; identifies and report's findings and takes necessary corrective action.
- Ensures all necessary repairs and maintenance on the District's information technology and telecommunications equipment and systems are carried out in a timely manner, including emergency repairs that may be needed outside of normal business hours.
- Conducts regular inspections to identify problem areas and plans for remedial action.
- Oversees the development of preventative maintenance plans and schedules for information technology and telecommunications equipment and systems.
- Administers the systems by which staff and library patrons access the District's telecommunications and computer systems and equipment, including security, network administration, password administration, time management systems for patron terminals, etc.
- Develops and implements policies and procedures to ensure the effective, efficient, and secure operation of the District's telecommunications and computer systems and equipment and the integrity and availability of data and information which they house.
- Administers a work order management system for the recording and scheduling of repairs, upgrades and other tasks related to District's information technology and telecommunications equipment and systems.
- Analyzes information technology and telecommunications maintenance and management needs and determines which tasks should be carried out by District employees and which should be contracted.
- Writes specifications and arranges for estimates and bid proposals for service and repair contracts. Negotiates contract terms and recommends awarding of contracts. Authorizes contract payments based on satisfactory completion of contracted work.

- Ensures all work is managed in compliance with applicable District policies and local, state, and federal laws and regulations.
- Directs the work of employees and contractors providing services necessary to maintain the District's information technology and telecommunications equipment and systems. Oversee the installation of systems and equipment including computers, telecommunications lines, servers, telephones, printers, etc.
- Develops and implements standards, policies, and procedures to ensure a high level of customer service and quality of workmanship. Inspects and evaluates work being performed by contractors and employees. Reviews and makes recommendations regarding the purchase of equipment and materials to support the District's information technology and telecommunications needs.

Capital Planning and Projects

- Develops the District's Information Technology plan and associated projects and budgets; monitors assigned budgets and manages expenditures.
- Procures information technology equipment and supplies; prepares and evaluates RFPs; evaluates products and vendors; negotiates contracts.
- Develops and implements a 3 year rolling information technology management plan incorporating predicted capital expenditure/asset replacement needs based on lifecycle analysis and maintenance records. Work with Director-Finance and Administration to integrate the capital plan with the annual budget.
- Works with the District Director and Board of Library Trustees to develop plans for major information technology expansion and improvement projects. This may include working with external consultants to develop designs, specifications, drawings, and cost estimates.
- Manages approved capital projects as assigned. Prepares justifications and budget estimates for proposed capital projects in accordance with the District policies. Writes specifications and arranges for estimates and bid proposals for capital project contracts. Negotiates contract terms and recommends awarding of contracts. Authorizes contract payments based on satisfactory completion of contracted work.
- Ensures all projects are managed in compliance with applicable District policies and local, state, and federal laws and regulations.
- Supports and contributes to major capital projects that are under the direction of an Owner's Representative or other delegate of the Board of Library Trustees.

Administration

- Plans, manages, and oversees the daily functions, operations, and activities of the information technology department, including installation, operation, and maintenance of software and hardware; user support; development of user requirements; technology needs analysis; project management; and the administration and operation of computer and other information technology equipment and telecommunications systems.
- Develops the District's information technology and telecommunications maintenance and capital improvement plans and associated projects and budgets. Manage approved expenditures and monitor budgets.
- Prepares statistical and analytical reports. Develops and reviews staff reports related to information technology activities and services; presents reports to the Board of Library Trustees and other commissions, committees, and boards.
- Conducts a variety of organizational and operational studies; recommends modifications to information technology programs, policies, and procedures, as appropriate.
- Administers Human Resources procedures in relation to department staff (eg. time and attendance record keeping, work and vacation scheduling, etc.) to ensure the District is adequately staffed to support the District.

Technical Support

- Provides highly complex staff assistance to the District Director and Board of Library Trustees.
- Prepares and presents staff reports and other necessary materials and correspondence.
- Implements adopted information technology and telecommunications plans, policies, and standards.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of information technology; researches emerging products and enhancements and their applicability to District needs.
- Monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval.
- Represents the Information Technology Department and the District in meetings with governmental and regulatory agencies, community groups, professional organizations, businesses, and individuals.
- Performs public relations and outreach work related to assigned activities.

Training

- Ensures all District staff and volunteers are trained in the operation of the telecommunications and computer systems and equipment necessary to carry out their roles.
- Supports the District's programs of bibliographic instruction and other technology-related training for library users.

Performs other duties as assigned.

QUALIFICATIONS GUIDELINES

Knowledge of:

- Techniques for providing a high level of customer service to the public, volunteers, vendors, contractors, and District staff, in person and over the telephone.
- Systems design and development techniques, including requirements analysis, feasibility studies, software design, programming, beta testing, installation, evaluation, and operational management.
- Current computer and telecommunications system features and their integration capabilities.
- Management principles and practices, including goal setting, program development, implementation, evaluation, and project management.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Principles and practices of budget administration.
- Applicable federal, state, and local laws, codes, and regulations related to the operation of the assigned division.
- Principles and practices of contract administration and evaluation.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned division.
- General principles of risk management related to the functions of the assigned area.
- Recent and on-going developments, current literature, and sources of information related to the operations of information technology and telecommunications.
- Record keeping principles and procedures.
- Modern office practices, methods and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.

Ability to:

- Recommend and implement goals, objectives, and practices for providing effective and efficient information technology and central services.
- Manage and monitor complex projects, on-time and within budget.
- Plan, organize, schedule, assign, review, and evaluate the work of staff; train staff in work procedures.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Interpret, explain, and ensure compliance with District policies and procedures, complex laws, codes, regulations, and ordinances.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Effectively represent the division and the District in meetings with governmental agencies, community groups and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- 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.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone and in writing.
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Establish and maintain effective working relationships with those contacted in the course of the work.

Education, License, 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:

Equivalent to graduation from an accredited four-year college or university with major coursework in computer science, Management Information Technology, or a related field, and four (4) years of increasingly responsible experience in the development and administration of computer systems, telecommunication systems, and local area networks, including two (2) years of supervisory experience. Must possess and maintain a valid California class C driver's license and have a satisfactory driving record. Industry certifications such as MCSE and CCNA desirable.

Physical Demands

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups 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, typewriter 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. Positions in this classification occasionally lift and carry computer and other equipment, reports and records that typically weigh less than 40 pounds.

Environmental Elements

Employees work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Employees may

interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Working Conditions

May be required to work flexible schedules including evenings, weekends.