

## **JOB DESCRIPTION**

POSITION: Information Technology Manager

LOCATION: Mishawaka Library

FLSA STATUS: Exempt

CERTIFICATION: LC 3

HOURS OF WORK: Full Time (a minimum of 40 hours per week)

WAGE: Specified in the latest salary schedule kept in the Director's office.

BENEFITS: As specified in the latest edition of the staff handbook or as amended by the Board of Trustees.

DIRECT SUPERVISOR: Assistant Director of Operational Services

### **QUALIFICATIONS AND WORK SKILLS:**

1. Master's in Library Science degree
2. Strong background in computer science, including a minimum of 2 years professional experience in a Library
3. Experience with Sierra ILS and other library technologies preferred
4. Must possess a proven sense of responsibility and the ability to work independently
5. Strong communication and organizational skills, as well as the ability to prioritize and multitask
6. Ability to work well with people

The purpose of this position is to coordinate and oversee information technology across the MPHPL system.

### **RESPONSIBILITIES AND DUTIES:**

1. Ensure a secure environment is maintained for all hardware and software
2. Serve as the subject matter expert on the SAM 10 and Sierra systems.
3. Pull monthly statistics, as needed.
4. Maintain an inventory of all hardware and software utilized across the MPHPL system. Budget and orchestrate equipment refreshes per the established refresh schedule.
5. Serve as the primary IT point of contact for on-boarding new staff.
6. Install new or upgraded software or hardware, as purchased.
7. Ensure library equipment (computers, printers, copiers, etc.) is cleaned on a regular basis and perform preventative maintenance functions, as needed.

8. Troubleshoot IT problems, including computers, printers, copiers, phones, scanners, security cameras & software issues and repair. Coordinate vendor assistance, once diagnosed and outsourcing needs are determined.
9. Serve as the Chair of the Technology Assessment Steering Committee.
10. Manage vendor relationships in a professional manner.
11. Provide technology support and training for both patrons and staff.
12. Attend quarterly Cluster meetings and other meetings where MPHPL IT representation is appropriate.
13. Participate/attend monthly meetings, including Administration, Board of Trustees, Leadership, etc.
14. Provide IT support for grant proposals.
15. Perform other duties as assigned.

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