

# Library IT Manager I



## General Summary of Classification:

Manages one or more IT functional areas within the Henrico County Public Library Department. Provides day-to-day and strategic leadership of Help Desk, Network/Telecommunications, or Systems Administration teams. Technology may include public and staff computing, Integrated Library System, audio visual, payment systems, telecommunications, cybersecurity, and printing. Provides effective supervision for team; leads projects as needed.

## Examples of Primary Tasks, Duties and Responsibilities (TDR):

*NOTE: This is not a job description. The following examples are intended to be illustrative of the nature and scope of TDR that are typically assigned to positions in this job classification. Examples below are not all comprehensive. Actual assigned TDR may vary based on operational needs.*

- Leads activities for the assigned area(s), including requesting, distributing, and monitoring assets.
- Effectively manages staff; handles hiring, schedules, assignments, timecards, training, coaching, and performance.
- Ensures fluid functioning of technology in assigned areas, such as phones, computers, A.V. equipment, book return technology, self-checkout stations, payment kiosks, and printing equipment.
- Serves as a working supervisor and actively contributes toward team assignments and success.
- Functions as a technology subject matter expert (SME) for team, department, and external stakeholders.
- Manages the deployment and integration of software, hardware, applications, and components.
- Manages licenses, physical inventory control and surplus process for assigned area(s).
- Regularly applies software patches while minimizing service disruption.
- Proactively maintains and enhances cybersecurity.
- Schedules and leads testing and preventive maintenance activities.
- Manages Active Directory and Email administration.
- Troubleshoots and promptly addresses technology failures, security incidents, or other challenges.
- Develops, modifies, and tests code and scripts that allow technology to function properly.
- Develops queries and reports.
- Manages IT support tickets and after-hours department IT requests.
- Conducts needs analyses; researches and costs options for technology refresh.
- Coordinates with centralized IT to manage file security, user and group access, group policies, and domain infrastructure.
- Liaises with vendors to ensure satisfactory services and compliance with IT and purchasing standards.
- May prepare or assist with budget projections.
- Handles IT procurement, to include RFP's, vendor management, purchase orders, delivery and invoicing.
- Leads special projects, may serve on department project teams and special committees as assigned.
- When necessary, works outside of regular working hours as an exempt employee and manager.
- Creates, reviews, appropriately stores reports, technical documentation and other reports.
- Performs other duties as assigned.

## Knowledge, Skills and Abilities (KSA) Typically Required:

- **Occupation-specific:** Strong understanding of assigned IT area(s); excellent analytical and problem-solving skills; project management skills; Knowledge of basic statistics and budgeting; knowledge of integrated library systems/ SIRSI is preferred.
- **Technical:** Proficiency in Microsoft Office Suite and job-relevant applications, software, and hardware.
- **Interpersonal, Communication and Customer Service:** Well-developed oral and written communications skills; the ability to communicate technical information in user-friendly language; customer service skills; collaboration skills.
- **Decision-making and Authority:** Demonstrated supervisory skills; discerning judgment, ability to set priorities, weigh options, and resolve complex matters.
- **Leadership:** Supervisory.
- **Environment:** Works in office and library setting; may be required to work at multiple locations based on operational need.
- **Physical:** Visual and hearing acuity sufficient to engage in effective supervision, interactions and collaborations. Physical ability sufficient to perform assigned duties in duty-related settings, locations and conditions as needed.

## Minimum Education and Experience may vary based on assigned department and operational need:

**Education:** Four (4) year degree in Computer or Information Science-related field.

**Experience:** Six (6) years of progressive experience in the assigned IT area, including some supervisory experience.

**OR:** Any equivalent combination of experience and training which provides the necessary knowledge, skills and abilities.

## Other Requirements (License, Certifications, Training, etc.) will vary based on assigned department and operational need:

- Valid driver's license to perform assigned duties at various locations.
- May be required to travel, work a flexible or on-call schedule, or be designated as essential personnel.
- May be required to possess, obtain, or maintain specific IT certifications.
- Criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.
- Successful completion of all required NIMS courses.

NOTE: This is a class specification and not an individualized position description. A class specification defines the general nature and scope of duties and responsibilities of positions in a job classification. Class specs are not intended to describe and does not list all of the job duties and responsibilities that may be assigned to a specific position in a job classification.