Job Notice
Manager of Information Technology Services
Administrative Services

An immediate regular, fulltime position is available in a new position as **Manager of Information Technology Services.** The successful candidate is expected to use acquired knowledge, skills and experience to assist in the development and implementing new technologies, the performance of the library's network system, social media and the library's web page.

SYSTEM RESPONSIBILITIES

Assist in planning, implementing, and managing the library's computer network including (but NOT limited to): Integrated Library System (Workflows by SIRSI); website (www.desotoparish.org, etc.); local area network and other electronic resources. Performs routine installation, maintenance, and troubleshooting of all library computers and equipment. Loads new software and patches on PC's and servers on a routine basis. Configures and test networking software and operating system software. Monitors network performance in order to determine whether adjustments need made, and to determine where changes will need made in the future. Manages firewalls, filer, routers, switches, IP schema, and related resources to maintain a high-level uptime of network. Develops and implements network security measures in order to protect data, software, and hardware. Interacts directly with system vendors, service technicians, to correct system software and hardware problems. Confers with Administration about how to solve existing system problems. Directs staff on the effective use of technology. Gathers statistical data and writes reports. Maintains computer documentation such as computer inventory and configurations, maintenance records, training aids, etc. Ability to work in a collaborative environment and excellent interpersonal, conflict resolution and communication skills; Ability to work in an environment that values productivity and teamwork; Willingness to participate in special projects. Assist in planning, implementing, managing and monitoring video surveillance system. Assist in planning, implementing, managing makerspace program. Manage wireless network.

COMPUTER TECHNICIAN RESPONSIBILITIES

Installs, configures, upgrades, troubleshoots and repairs applicable software. Unpacks (if applicable), installs, assembles and configures computers, monitors, and peripherals such as printers, scanners and related hardware. Disconnects, moves, reconnects, and test computers reassigned to other locations or branches. Records all serial numbers and locations of computers to Public Services Administrator. Troubleshoots problems with computer systems, including troubleshooting hardware and peripheral equipment problems. Makes repairs and corrections where required. Work with various vendors to resolve repair issues on all computers and peripheral equipment that have maintenance agreements. Acts as a technical resource in assisting users to resolve problems with computers and operational software. Assists in instructing staff in the use of software. Provides instruction or written documentation where required. Assists with the planning, design, research and acquisition of hardware. Maintains current knowledge of hardware, and recommends modifications as necessary.

NEW TECHNOLOGY RESPONSIBILITIES

Knowledge of DeSoto Parish Library, its purposes, services, customers, etc. Understands new technologies. Stays current with new technologies through attendance at conferences and workshops. Plans, coordinates, and provides training with staff on new technologies for libraries. Ability to plan, organize, coordinate, and deliver instruction to diverse audiences. Excellent writing and presentation skills. Ability to communicate effectively to both technical and non-technical audiences.

WEB DEVELOPMENT RESPONSIBILITIES

Assist in the determination of overall Web site. Assist in design, develop, support and maintain web pages. Support system-wide branch and departmental web site needs. Review and test pages developed as required. Maintain and update web pages as needed. Continuous maintenance and improvement of the content, design and technology on the website. Develop a knowledge of Sitefinity. Support phone calls and emails from end-user library patrons and or staff relating to compatibility and/or usage issues.

REQUIREMENTS:

Position requires extensive experience with an integrated library system (Workflows by SIRSI in use). Course work in library user instruction, computer fundamentals in information management, electronic information services, management of wireless systems or similar topics is highly desirable. Also candidate will need experience with web technology skills and troubleshooting computer hardware and software. Successful candidate must demonstrated ability to draft clear and concise correspondence. Ability to compose and/or present written or oral reports as needed. Ability to communicate effectively with all levels within the organization including: administration, staff and peers. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit and use hands to finger, handle, or feel objects, tools, or controls. The employee frequently is required to reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision.

DISCLAIMER:

The above description cover s the principal duties and responsibility of the job. The description shall not, however, be construed as a complete listing of all duties which may be required from day-to-day.

SALARY AND BENEFITS

Salary Range—$33,280 to $43,680.
Benefits include: hospitalization, leave (sick, holiday, annual) and retirement.

Apply by August 30, 2019 with letter, resume, and 3 references to:

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