# Yakima Valley Libraries
# Information Technology Manager
# FLSA: Non-Exempt

## Job Purpose and Summary

Develops, organizes, manages, and evaluates the Information Technology (including integrated library system and all aspects of the library's information technology environment) programs and services of Yakima Valley Libraries. Defines and implements departmental procedures in conjunction with library mission, applying thorough knowledge of computer principles and practices with sound management and administrative principles and techniques. Manages assigned personnel. Implements technology projects and coordinates departmental activities with other internal departments. Works closely with the Public Library Services Director in the maintaining or planning of current or future technology direction and projects.

## Essential Duties and Responsibilities

*Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.*

**Administration:**

- Provides leadership and vision for YVL's IT department
- Responsible for hiring, supervising, mentoring, problem-solving, and goal setting for employees within the department. Plans initiatives for the department that align with the Libraries' strategic plan
- Develops and manages departmental budget(s) and reports
- Collaborates with Libraries' public services staff to achieve departmental and Libraries' goals
- Maintains oversight of quality and integrity of YVL's information technology systems
- Coordinates the planning and management of the overall technological direction of the library system and the integration of new technology and programs into the existing technology environment in conjunction with Public Library Services Director
- Projects a service ethic and process consistent with the service priorities of YVL's strategic plan to library staff and library customers
- Interacts and negotiates with a variety of vendors: library and technology service providers
- Stays current with practices and trends in library information technology and technology planning, including thorough knowledge of the requirements, both current and future, of Yakima Valley Libraries for total technological systems, security, programs, network applications, etc
- Directs the administration of the integrated library system; plans developments and changes in the integrated library system and the database; manages migration to new versions and implementation of new releases, addresses staff concerns arising from use of the integrated library system. May coordinate training efforts for staff regarding changes in integrated library system
- Reports to and works with the Public Library Services Director in conjunction with Library Management Team to respond to the needs of the public
- Works with other members of the management team to plan and develop library services, project staffing needs, make recommendations for budget based on community library or department needs, and evaluate best ways to meet library customer needs

- Assesses workflow and processes and develops short and long range plans to improve efficiency and services as appropriate
- In coordination with Public Services Manager, trains and provides support for training of library staff members in use of library technology, software, and relevant websites
- Under direction of Public Library Services Director and Business Services Director: assists in the resolution of a wide range of routine and non-routine personnel issues and difficult situations; assists in the implementation of discipline and termination procedures in coordination with the appropriate management staff
- Conducts research, procedural, and administrative studies and prepares reports, recommending solutions or courses of action relating to implementation of projects and programs
- Explains policies and procedures to library customers and staff and resolves related questions and concerns
- Answers questions and provides information to the public; investigates complaints and recommends corrective action as necessary to resolve complaint
- May provide direct assistance to patrons with basic information regarding use of library materials, equipment, and services
- Maintains the integrity of confidential information

## Libraries' Leadership:

As a member of the Library's Management team, the IT Manager will actively engage in planning and implementing innovative services for YVL.

- Advance departmental and Libraries' goals
- Advocate for equity, diversity, and inclusive practices throughout YVL Libraries
- Participate in committees within YVL and the profession
- Participate in management meetings and monthly library board meetings and share pertinent updates with department
- Foster an environment of continual professional development, improvement, and learning
- Demonstrate commitment to innovation and discovery to remain relevant in supporting the review, development, and implementation of information systems/technology for YVL
- Demonstrates independent judgment and discretion in a wide variety of situations

## Other Duties as Assigned

## Required Qualifications:

- Bachelor's degree in Computer Science, Management Information Systems, or related discipline with technology focus
- Four years' experience in IT management or project/network management which includes servers, personal computers, local area networks and wide area networks, telecommunications, Web-based applications, operating system software, client-server software, and PC-based software
- Three years supervisory experience
- Any equivalent combination of technical training, education, and/or experience that would assure satisfactory performance of the essential job functions
- A valid Washington driver's license
- Demonstrated experience or commitment to working in and fostering an inclusive and

diverse environment
- Demonstrated experience managing and supporting Polaris (integrated library system)
- Demonstrated organizational, analytical, decision-making, problem-solving and planning skills
- Demonstrated commitment to facilitating extraordinary customer service experiences
- Demonstrated project or personnel leadership experience
- Experience mentoring staff and developing their leadership skills
- Proficiency in MS Office Suite, specifically Outlook, Word, and Excel
- Proficiency in Windows Operating System and file management

**Preferred Qualifications:**
- Master's Degree in Library Science (MLS/MLIS)
- Experience developing productive partnerships across a public institution

**Knowledge, Skills and Abilities:**
- Extensive knowledge and support of the ALA Core Values and Code of Ethics
- Knowledge and support of the principles of intellectual freedom and Library Bill of Rights
- Advanced knowledge of project planning and management skills, involving designing, leading, and completing a project within its intended scope and timeline
- Advanced knowledge of principles and practices of budget preparation
- Advanced knowledge of principles and practices of goal setting and project coordination
- Knowledge in the configuration and management of a Windows Active Directory (AD) based network
- Knowledge of telecommunications, data and voice, server and web based applications, local area networks, network security, and Windows operating systems
- Knowledge of principles and practices of web content development and basic html coding
- Ability to maintain excellent and detailed records
- Ability to coordinate the provision of library services with other library managers and staff and performs services in person, by telephone, by mail and electronically, as required
- Ability to work collegially and collaboratively with people of diverse backgrounds
- Be an advocate and ally for equity, diversity, and inclusion
- Ability to foster a positive working environment through daily actions and behaviors
- Ability to lead, cultivate, and empower staff
- Effective time management skills
- Ability to strategically delegate work amongst staff and volunteers to enhance services to current and potential customers
- Advanced customer experience skills
- Ability to communicate effectively, including excellent interpersonal skills as well as verbal and written skills
- Ability to learn and become proficient in functions required to perform job duties, working effectively independently or as part of a team to complete tasks as assigned
- Ability to pay attention to detail
- Ability to transfer and apply knowledge and experience to new situations

- Ability to analyze situations and make sound decisions
- Ability to work on a regular and dependable basis
- Ability to comply with all applicable Federal, State, and Local laws, regulations, and ordinances as well as all Library System policies and procedures

**Supervision Received and Exercised**
Receives general direction from the Public Library Services Director. Exercises direct supervision over assigned departments and volunteer staff.

**Work Environment and Physical Demands**
- Normally seated, standing or walking at will
- Normal physical activity including some bending, pushing, pulling, and lifting and carrying, which may range up to 45 lbs. upon occasion. Pushing/moving library materials weighing up to 120 pounds with mechanical assistance, such as cart or dolly upon occasions
- Keyboarding and working at a computer monitor for extended periods required
- Phone usage, reading, speaking, and listening required
- Interaction with library system staff, library customers, other libraries, agencies and organizations, or vendors will be necessary to provide and receive information, present programs, and resolve situations or problems
- May at times have unsupervised access to children under the age of 18 or a vulnerable adult or person
- Travel alone within service area may range over 120 miles in a day
- Some early morning, evening and weekend work required

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Signature                                                             Date