POSTING DATE:	September 23, 2010
JOB TITLE:	Automated Systems Manager
JOB LOCATION:	Main Library - Automated
HIRING RANGE:	$47,000 - $62,500 (Benefits Package Available)

**QUALITIES NECESSARY TO
SUCCEED IN THIS POSITION:**
   1) Demonstrated excellent supervisory and leadership abilities.
   2) Outstanding tact and social skills and ability to work with staff at all levels.
   3) Willingness and ability to be a team player. Successful candidate should have effective communication skills, commitment to supporting library services, patience and a sense of humor.

PURPOSE OF POSITION:
   Responsible for supervision and coordination of automation staff and computing services provided throughout the library system.

ESSENTIAL DUTIES AND RESPONSIBILITIES: (not all inclusive)
1.   As a member of the Administrative Team, (i.e., the Director, Technical Services Manager, Main Library Services Manager, Extension Services Manager, and HR/Business Office Manager), work to further the library system's mission and accomplish its goals, particularly in the areas of computer systems development, by participating and assisting in –
   a.   Overall planning, budgeting, and policy making for the library organization.
   b.   Coordination of goals, staff, services, collections, programs, facilities for the library system.
   c.   Formulation and implementation of policies and directives.
   d.   Overall marketing of library collections, services, and programs.
   e.   Budget preparation, by providing input in the form of projected needs for personnel, collection, programs and equipment.

2.   Coordinate technology goals and computing services for the library system and the work of Automation with that of all other areas of the library organization.
   a.   Work as a collaborative partner and maintain communications with director, managers, department heads, and staff

   b.   Supervise formulation, implementation, evaluation of goals, objectives, and planning for computing services within the Automation Department and the library system.

   c.   Develop long-term strategic technology plans for Automation in coordination with the Administrative Team and in support of the library's strategic plan

   d.   Supervise planning, implementation, and evaluation of computer services appropriate to the library community.

e. Work proactively with, and communicate with, all departments of the library in order to identify the library's needs and propose implementation of technology enhancements and innovations that will benefit the library's system and general operations and improve public service

f. Coordinate and/or provide staff training and education in current systems, enhancements, and emerging technologies

g. Serve as the liaison with the library's Integrated Library System vendor (Innovative Interfaces)
   1. Maintain thorough knowledge of current system, as well as developments and trends to enhance the system for public and staff users.
   2. Serve as the library's advocate with vendor.
   3. Monitor need for, and implement, upgrades to equipment and software
   4. Use HTML, CSS, Javascript et. al, to code, maintain, and modify the online catalog
   5. Advise Director, Administrative Team, and vendor of needed system modifications, software, enhancements, changes, etc.
   6. Monitor vendor compliance with contracts and agreements.

3. Supervise personnel for Automation, including development of a collaborative teamwork relationship: Network Specialist, Web Developer and PC Specialist
   a. Serve as the automation staff advocate with all library staff, and as the staff's advocate with automation staff
   b. Hire, coach, mentor, evaluate, and provide leadership and direction
   c. Make recommendations regarding personnel, such as appointments, transfers, promotions, pay increases, and disciplinary actions.
   d. Monitor staffing levels; document and recommend changes.
   e. Coordinate automation staff development opportunities; identify training needs and plan training programs for them.
   f. Actively promote and coordinate a service-oriented outlook among automation staff toward both internal and external customers.

4. Supervise and lead the activities and responsibilities of Automation, including:
   a. Adhere to and meet the expectations set for technology and automated systems in the library's annual Strategic Plan and Technology Plan.

   b. Develop annual goals and objectives and budgetary requirements for automated systems

   c. Provide support to all library staff regarding computer operations and procedures.

   d. Respond to, and resolve, computer systems problems.

   e. Assure the identification and resolution of computer issues and concerns with both internal and external customers.

f.   Coordinate the evaluation, selection, and supervision of outside service providers for technology needs

g.   Work with Reference staff to coordinate technical implementation and discontinuation of databases on the web site; set up and maintain remote authentication of patrons, etc.

h.   Supervise pc's for staff and public use
1.   Serve as in-house resource person on software and hardware.
2.   Serve as the primary contact person for equipment and software vendors in order to maintain contracts and services for accounting system, anti-virus, pc reservation, public pc security, filtering, e-commerce, word processing, spread sheet, Windows operating system, et al.
3.   Maintain the interoperability of software on staff and public pc's.
4.   Evaluate software systems; coordinate investigation, testing, recommendation, and implementation of PC hardware and software.
5.   Assure the timely loading of new software.
6.   Supervise installation and cabling of pc's and peripheral equipment.
7.   Troubleshoot and resolve pc hardware and software problems.

i.   Manage the Website
1.   Be a power user of the website in order to maintain a thorough understanding of its functions and operations, its goals and priorities.
2.   Maintain communications among all staff to coordinate the development of the website and periodic updates. Assure adherence to its goals and priorities. Address staff and patron issues and concerns.
3.   Provide guidance and support to the web designer/developer regarding design issues, technical problems, etc.

j.   Supervise the computer network – both internal and external
1.   Assure that the setup and operations of the library's telecommunications network operates at maximum efficiency and security for library operations
2.   Assure system security including setup and maintenance of user accounts and security records.
3.   Assure effective operations in a Windows and Linux server environment

k.   Assure that all computer systems are maintained including running of daily backups, system calendar maintenance, etc.

l.   Develop disaster recovery plan for library servers. Conduct regular test restorations from back ups.

m.   Assure up-to-date documentation of departmental processes, network, architecture, equipment and software inventory, etc.

n.   Conduct required semi-annual review with Automation staff of the technology

architecture (network and servers), recent support history and Automation documentation, and revise as needed.

5.   Research and implement, independently or with others, special projects, grant proposals, etc. as needed or requested.

6.   Maintain a professional and productive working relationship with the Director/supervisor by working as a collaborative partner in the best interests of the library organization.

7.   Keep current on developments in the field by attending appropriate professional meetings and continuing education, reading professional publications, learning new computer programs, and participating in appropriate meetings, workshops and training sessions.

8.   Committee work – Chair, or serve as a member of, one or more of the library system's various internal operations committees – including Web Editorial Board, Bibliographic Database, Training, Circulation, Marketing Team, Programming and its subcommittees for adult, teen, and children's programs, and/or Latino Advisory.

9.   Cooperate with all staff in performing any duties essential to providing quality customer service and the achievement of all library objectives, goals, and mission in adherence to the Library's Strategic Plan.

10.   Participate in community organizations and activities as a representative of the library.

QUALIFICATION REQUIREMENTS:
        To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties. All job requirements listed below are representative of the knowledge, skill, and/or ability deemed necessary to perform the job proficiently.

KNOWLEDGE, CRITICAL SKILLS, AND ABILITIES:
A.   Education –
1.   Master's Degree in Library Science and/or Bachelor's Degree plus . . .
2.   Indiana State Library certification as Specialist IV or higher

B.   Automation Knowledge and/or Experience
1.   At least five years of technical experience in an IT environment
2.   Supervisory skills and experience in staff selection, training, coaching, mentoring, and the ability to evaluate and assess staff performance
2.   Experience in, and strong commitment to, service to internal and external customers.
3.   Competency and knowledge to evaluate emerging information technologies and a commitment to their application.
4.   Experience with library IT systems, and/or the ability and willingness to learn to effectively use the library's automated system.
5.   Ability to effectively use computer equipment.

6.   Ability to use word processing and spread sheet software.

C.   Library Knowledge and/or Experience
1.   Broad and in-depth knowledge of the principles, procedures, and practice of librarianship, personnel practice, administration, public relations, and financial management, and/or the ability and willingness to acquire that knowledge.
2.   Ability and willingness to become familiar with library services, programs, collections, and procedures, and to learn library policies, procedures, routines and duties and to interpret them in a responsible manner.
3.   Willingness to be an advocate and supporter of the library, its mission and goals.

D.   Critical Skills and Abilities needed in order to –
1.   Plan, orchestrate, and implement services and projects.
2.   Analyze professional and managerial problems, and to solve or make recommendations for their solution.
3.   Define problems, collect data, establish facts, and draw valid conclusions.
4.   Plan, organize, prioritize, and manage time effectively.
5.   Calculate figures and amounts such as discounts, interest, commissions, percentages, quickly and accurately.
6.   Read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
7.   Interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstracts and concrete variables.
8.   Write reports, business correspondence, procedure manuals, and other documentation.
9.   Communicate effectively, both verbal and written, with staff and the public.
10.   Establish and maintain effective working and advisory relationships, and to work harmoniously with Director, Administrative Team, staff, automation staff and the public.
11.   Work a flexible schedule, including evenings and weekends as needed.
12.   Sit or stand for prolonged period (1 or more hours).

OTHER SKILLS AND ABILITIES:
1.   Travel to library meetings or workshops as needed or requested.
2.   The employee must be familiar with, or able to learn to function with, the following equipment in order to perform job functions:

Windows based Servers	Unix/Linux Servers	Firewall
Barcode readers	Laser scanners	Printers
PC's	Tape drive	Calculator
Routers	Fax machine	Photocopier
Telephone	Keyboard	Monitors
Switches	Wireless Access Points	NIC or wireless card

PHYSICAL DEMANDS:
      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 may be made to enable individuals with disabilities to preform the essential functions.

- *Physical Demands:* While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; talk or hear; smell. The employee is occasionally required to stand; walk; sit; climb; balance; stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 25 pounds of materials or equipment, either by hand, or with the use of a cart. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

  Additionally, the employee must be able to do the following:
  a.   Connect and disconnect equipment using a screwdriver and crimping tools.
  b.   Move equipment, monitors, keyboards, bar code readers, laser guns, laser stands, power supplies, printers, and personal computers from one physical location to another. Most equipment weighs 25 pounds or less.
  c.   Insert and remove tapes from the tape drive.
  d.   Have the ability to move in and out of the building without the aid of other staff members.
  e.   Perceive, initiate, or respond to fire alarms, warning sirens and telephone system all-call messages in a calm, rational manner, making sure that employees and patrons are safely evacuated.

- *Work Environment:* The Automation Manager will have to spend long hours sitting and using office equipment and computers, which can cause muscle strain or eyestrain or occasional headaches.

  The Automation Manager will have to manage a number of projects at one time, and may be interrupted frequently to meet the needs and requests of staff or public, many of whom may be frustrated and require immediate service. The employee may find the environment to be busy and distracting, and will need excellent organizational, time management, and stress management skills to complete the required tasks.

  This job description is not to be construed as an exhaustive statement of duties, responsibilities, or requirements. The employee may be required to perform any other job-related instructions as requested by the Director/supervisor subject to reasonable accommodations.

NOTE: This is a full time (40 hour per week) position, including evenings and weekends as assigned. This position may also include traveling to professional meetings, workshops, or other activities which may be deemed necessary for attendance.

CONTACT INFORMATION:
Send required application form, resume and references to Cindy Lane, Human Resources, La Porte County Public Library, 904 Indiana Avenue, La Porte IN
e-mail contact: clane@lapcat.org