



Niles Public Library District

Job Description

Job Title: Information Technology Services Supervisor
Department: Information Technology Services
Reports To: Business Manager
Classification: Grade 3
Status: Exempt

JOB SUMMARY

Under the direction and supervision of the Business Manager, the Supervisor of Information Technology is responsible for maintaining and developing technology and computer needs throughout the Library. The work requires considerable professional skill, initiative, and independent judgment. Involves staff training, development, and performance evaluation. Involves planning, developing, and coordinating all technology resources for the effective and efficient functioning of the library. Researches and advises on enhancements and upgrades in Library technology.

DUTIES AND RESPONSIBILITIES

A. Essential Functions

1. Understands and practices the Mission of the Niles Public Library District (Library).
2. Provides uniformly gracious and friendly service to all internal and external customers.
3. Has working knowledge of Library policies and procedures, with a commitment to carrying them out at all times, while safeguarding confidential and restricted information.
4. Maintains the level of computer and technological proficiency needed to perform job responsibilities.
5. Demonstrates a patron-centered attitude.
6. Evaluates and maintains the effectiveness and efficiency of the Information Technology Services Department procedures, services, and equipment.
7. Responsible for the interviewing, hiring, training, supervising, scheduling, disciplining, and evaluating of Information Technology Services staff.
8. Responsible for the department budget, records, statistics, and reports.
9. Provides training for Library staff in the use of new equipment and operating systems.
10. Evaluates, recommends, and budgets new technology for the Library.
11. Evaluates all software, and gives recommendations on software use and hardware abilities to other supervisors and staff.
12. Installs, tests, and maintains new and existing Library hardware and software technology.
13. Oversees the operation, maintenance and security of the local area network, staff and public PC network, public wireless network, internet connectivity, staff intranet, public wireless network, and the servers, switches, and hubs necessary for these tasks.
14. Performs related IT work as required.
15. Ability to maintain knowledge of PC trends through literature, training and attending seminars.
16. Attends staff meetings, conferences, and educational opportunities as appropriate to the position and within budget.

B. Secondary Functions

1. Observes and follows all Library safety policies and regulations, and reports any hazardous situations.
2. Maintains confidential information in a discreet manner.
3. Performs other duties as assigned by the Business Manager.

REQUIRED KNOWLEDGE, ABILITIES, AND SKILLS

1. Ability to communicate and work effectively (both individually and as a team member) with the public and all levels of Library staff with tact and diplomacy.
2. Ability to work with minimal supervision, making decisions within stated guidelines to solve problems and to produce accurate work on a timely basis.
3. Ability to organize, prepare, and present information both verbally and in written form.
4. Ability to be flexible and adaptable to new situations.
5. Ability to troubleshoot.
6. Knowledge of the Internet and related resources.
7. Knowledge of PC equipment, networking, and software applications.
8. Technical ability to analyze, test, repair, and replace network and PC hardware components.
9. Ability to represent the Library in a professional manner.

PHYSICAL DEMANDS

1. Work includes prolonged sitting, as well as repetitive keyboard use, moderate lifting, carrying, reaching, stooping, pulling, and pushing activities. Manual dexterity, clear speech, hearing acuity, and correctable vision are also required.
2. Ability to occasionally lift up to 25 pounds. Ability to transport/move up to 100 pounds of materials.
3. Must park in designated areas.
4. Reasonable accommodations to these requirements will be made as needed.

EDUCATION, EXPERIENCE, AND TRAINING

1. Has necessary credentials or work experience in the fields of PC, IT, and Network Technology.
2. Four years of progressive responsibility in the PC/Networking fields.
3. Experience in hardware repair, networking, and the Internet.
4. Experience in the planning, budgeting, staff development, and evaluating of programs and services for the Library.
5. Any combination of education, experience, or training that satisfies the requirements of the position.

ADDITIONAL REQUIREMENTS

1. If not a U.S. citizen, has a valid work permit.

This job description should not be interpreted as all-inclusive or as an employment agreement between the employer and employee. It is intended to identify the essential functions and requirements of this job and is subject to change as the needs of the employer and requirements of the job change. Incumbents may be required to perform job-related responsibilities and tasks other than those stated in this specification. Any essential functions of this position will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

The Niles Public Library District is an at-will employer. This means that employment can be terminated at-will by the Library or employee and such termination can be made with or without notice.