# Information Technology Officer

**Job Description:** This position directs and administers the activities of the Information Technology Department for the library system. The employee provides leadership and guidance to IT staff, oversees daily technology issues, is responsible for technology planning and projects, and performs related work as apparent or assigned. Work is accomplished in accordance with Fontana Regional Library (FRL) policies, guidelines, and procedures, and may involve driving a library vehicle. Work is performed under the general direction of the Regional Director and the Board of Trustees.

## Job Duties

*Job descriptions are intended to present a descriptive list of the range of duties performed by employees in the job. Descriptions are not intended to reflect all duties performed within the job. Any one position may not include all listed duties.*

1. Plans, organizes, directs, and reviews all functions and activities of the Information Technology Department.
2. Oversees help desk functions.
3. Develops and maintains disaster recovery plan for the IT environment across the region.
4. Tracks and projects utilization of server hardware, network bandwidth, and data storage devices, determines when capacity upgrades are needed, and recommends specific upgrades.
5. Recommends new technologies for improved processes, labor or cost savings, or security needs.
6. Acts as project manager for implementation of new, upgraded, or replacement technology offerings.
7. Oversees the purchasing cycle for library hardware and software inventories including RFPs, acquisitions, licensing, upgrade, repair, replacement, and disposal.
8. Serves as technology purchasing consultant to all member libraries and regional HQ.
9. Negotiates contracts for software, hardware, maintenance, and technology services, in coordination with Regional Director, Librarians, and Finance Officer.
10. Recruits, develops, supervises, evaluates, trains, disciplines, and terminates technology staff.
11. Ensures compliance with federal, state, and local laws, regulations, and codes, as well as all FRL system policies and procedures.
12. Maintains confidentiality and privacy of protected information.
13. Apprises the Regional Director and Librarians of IT staffing or technology issues that may affect the operations of a facility or FRL.
14. Manages interdepartmental relations and activities to ensure effective technology operations coordination and to minimize operational dysfunction.
15. Serves as regional technical expert, providing advice and guidance concerning technology systems and network operations.
16. Responsible for preparation of reports and statistics regarding information technology services.
17. Prepares reports and presentations for Board of Trustees, as needed.
18. Advises and participates in the development of technology requirements in new library buildings or renovations within FRL.
19. Coordinates with Regional Director, Librarians, and Finance Officer on all technology related budget matters.
20. Collaborates with other departments to identify funding sources and develop and manage grants.

21. Establishes and maintains viable relationships with community agencies and institutions; develops partnerships to enhance library system awareness and promote services.
22. Leads the technology work group in strategic technology planning for the library system.
23. As a member of the senior management team, participates in strategic planning and developing policies and procedures for the library system.
24. As a member of the regional supervisory team, participates in information sharing, leadership training and development, and tactical planning.
25. As a member of the regional finance committee, participates in financial planning for the library system.
26. As a member of the marketing and advocacy committee, participates in the development and implementation of the marketing plan for the region.
27. Supports organizational goals and objectives by participating in library system, community, and statewide collaborations.
28. May be required to perform work assignments concurrently.
29. Responsible for maintaining a safe and secure working environment.
30. Evening and weekend work required.
31. Some travel required.

**Qualifications**

*The qualifications listed below are representative of the competencies and training required to perform this job successfully*

Knowledge, Skill, and Abilities:
1. Thorough knowledge of network systems, computer hardware and software, programming languages, system integration, and data communications.
2. Thorough knowledge of federal, state, and local government information technology regulations, policies, and procedures.
3. Working knowledge of servers and server virtualization environments, printers/scanners/copiers, security systems, audiovisual systems and telecommunications.
4. Knowledge of governmental budget development and administration.
5. Knowledge of effective employee supervisory techniques and practices.
6. Knowledge of marketing techniques.
7. Knowledge of federal, state, and local labor laws.
8. Knowledge of leadership, motivation, team-building, and conflict resolution practices.
9. Knowledge of public library principles and practices.
10. Expertise in planning and organizing work, and handling interruptions.
11. Ability to read and interpret architectural plans.
12. Ability to accurately count money.
13. Ability to give attention to detail.
14. Proficiency in effectively communicating orally and in writing.
15. Ability to effectively work with diverse populations.
16. Possess excellent interpersonal skills including tact, courtesy, and discretion.
17. Ability to take direction.

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18. Ability to consistently use good judgment.
19. Ability to work as a member of a team.
20. Expertise in working independently and exercising initiative.
21. Ability to work well under pressure.
22. Proficiency in using a variety of library equipment and technology.
23. Proficiency in effectively using various computer applications.
24. Possess a current driver's license valid in the State of North Carolina.

Education and Experience:
1. Bachelor's Degree in Computer Information Systems or related field required.
2. Master's Degree in Computer Information Systems or related field preferred.
3. Degree in Business, Public Administration, or Library Science, or equivalent experience desirable.
4. Five years of network systems and computer management experience required.
5. Three years of customer service experience required.
6. Three years of supervisory experience required.
7. Two years of public library experience required.
8. Network certification required.
9. Microsoft Certified Engineer/Professional preferred.

**Physical and Environmental Conditions**
*These conditions are representative of those that must be met by an employee to successfully perform the functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the job functions.*

1. Work requires physical effort in the handling of materials, boxes, tools, book trucks, or equipment up to thirty pounds in non-strenuous work positions.
2. Work requires normal range of human positions and movement including standing, walking, climbing, balancing, stooping, kneeling, crouching, crawling, reaching, stretching, lifting, pulling, pushing, and sitting.
3. Work requires good hand dexterity and coordination for computer and other related duties.
4. Work requires clarity of speech, hearing, and vision to enable the employee to communicate effectively with coworkers and the public.
5. Work environment involves everyday risks or discomforts that require normal safety precautions.
6. Must occasionally deal with unruly or potentially dangerous individuals in library facilities.