



The Urbana Free Library

210 West Green Street, Urbana, Illinois 61801 • 217-367-4057 • fax: 217-367-4061 • urbanafreelibrary.org

JOB DESCRIPTION

Job title:	Manager of Information Technology
Department:	Administration
Evaluated by:	Associate Director
Appointment level:	PG 39
Appointment type:	Full Time; Civil Service

JOB SUMMARY

This person is responsible for the planning, operation, and maintenance of all information technology supported systems, applications, and services in the library.

DUTIES AND RESPONSIBILITIES

- Maintains all library computer technology, including the critical updates of associated hardware and software.
- Performs the setup, configuration, and maintenance of technology peripherals such as printers, monitors, scanners, mice, and other equipment as necessary.
- Maintains hardware and software related to specialized library services, including the Polaris ILS, Envisionware PC Reservation system, and Bibliotheca self-check system.
- Researches and recommends technology-related purchases to the Associate Director.
- Troubleshoots hardware, software, network and peripheral issues and provides replacement, repair, or cleaning, as needed.
- Administers the library's network hardware and software.
- Implements and maintains network security, including the routine backup and safe storage of library data, firewalls, and required software to maintain security.
- Communicates with vendors for technical support and program updates as needed to resolve library computer technology and network issues.
- Maintains an accurate inventory of the library's computer hardware and software.

- Performs staff training in the operation of computer hardware and software.
- Maintains an awareness of the developments and innovations in technology that impact public libraries.
- Responsible for special projects, their management, and other duties as assigned.

JOB REQUIREMENTS

Training and Experience

- Bachelor's degree in information systems or related field.
- At least three years professional experience with computers and computer networks in a Windows environment.
- Experience with the implementation and development of open source systems.
- Experience with firewall software.
- Experience with email systems.
- Prior successful work experience.
- Passing score on evaluation of credentials/interview (per Civil Service for FT positions).

Skills and Abilities

- Wide knowledge of computers, networks, hardware, and software.
- Able to problem-solve and arrive at quick solutions.
- Able to work with speed and accuracy.
- Excellent interpersonal, organizational, and time-management skills.
- Communicates clearly and effectively, both verbally and in writing.
- Able to establish and maintain good public relations with library staff, vendors, patrons, and other library partners.
- Able to interpret and follow library policies and procedures.
- Is dependable, honest, and trustworthy.
- Willingness to work a full range of library hours as necessary; able to respond to library technology emergencies that may occur on evenings and weekends.
- Physical strength and agility sufficient to perform assigned tasks; must be able to climb ladders; must be able to lift and maneuver 50 lbs.

ADDITIONAL DESIRED EXPERIENCE

- Database software
- Office suite applications
- SQL
- Programming
- HTML
- Library automation and related software

The Urbana Free Library
JOB DESCRIPTION

Job title: Manager of Information Technology

Appointment level: Librarian 4

Appointment type: full time, part time, or hourly

Job summary: The Manager of Information Technology is responsible for the maintenance and operation of all computers in the library and for the library's computer networks.

Duties and responsibilities:

Evaluates, selects, purchases, and installs computers and associated equipment

Maintains all library computers

Creates and maintains all library computer networks

Installs and maintains computer and network security systems, including firewalls, anti-virus software, etc.

Troubleshoots library computers

Assists staff members who are having computer problems or cannot understand specific aspects of computer operations

Carries out other duties as assigned

Necessary knowledge, skills, abilities:

Wide knowledge of computers and computer networks

Ability to troubleshoot and rebuild computers

Ability to learn and follow all relevant library policies

Ability to work with staff in a consistently cooperative manner

Ability to complete work with speed and accuracy

Dependability and honesty

Physical strength and agility sufficient to perform assigned tasks.

Willingness to work full range of library hours, including evenings and weekends

Willingness to make special trips to the library when major computer problems occur and cannot be solved remotely

For part-time staff, willingness to substitute additional hours beyond those regularly scheduled

Required education, training, experience:

Prior successful work experience

At least three years experience with computers and computer.

FT requires passing score on Civil Service exam; PT requires passing score on library exam

Evaluated by: Associate Director

Evaluates: n/a

Last updated February 2006

Memorandum

TO: Vacelia Clark, Chief Examiner
Civil Service Commission

FROM: The Urbana Free Library

RE: Revisions to the Manager of Information Technology Job Description

DATE: May 28, 2014

Introduction:

The Urbana Free Library is requesting revisions to the Manager of Information Technology job description.

Background:

The job description for the Manager of Information Technology was composed and last revised in Fiscal Year 2005-2006. The revisions submitted reflect the increased role of emerging technology in services at the library and the need for a person to plan, operate, and maintain its information technology systems.

The proposed revisions to the job description for the Manager of Information Technology position are:

- Revise and amend the **Job Summary** and **Duties and Responsibilities** to encompass the full range of duties and responsibilities required of the Manager of Information Technology, including maintaining hardware and software associated with specialized library services; researching and recommending technology-related purchases; communicating with vendors; maintaining an accurate inventory of hardware and software; staff training; and maintaining an awareness of developments and innovations in technology that impact public libraries.
- Revise and amend the **Training and Experience** to specify a Bachelor's degree in information systems or related field and at least three years professional experience with computers and computer networks in a Windows environment. The Manager of Information Technology is at Pay Grade 39 with a base hourly rate of \$24.498. The base hourly rate for a Librarian is \$22.418, is a Pay Grade 36, and requires a Master's degree in Library and Information Science.

- Revise the Civil Service requirements from passing score on Civil Service exam to passing score on evaluation of credentials/interview (per Civil Service for FT positions). This would bring the position to parity with other positions in the library that require a specialized degree, such as a librarian.
- Revise and amend the **Skills and Abilities** to include the phrase, “able to lift and maneuver 50 lbs.,” to convey the physical requirements of the job.
- Amend the job description to include the list of **Additional Required Experience**, which was formerly on the job announcement cover sheet.