



**Human Resources Department
Announcement of Vacancy
August 5, 2016
Assistant Director, Information Systems
Salary Range \$ 71,900 – \$90,000**

The Detroit Public Library is the largest library system in the State of Michigan. The Library is an independent, municipal corporation governed by a seven-member Detroit Library Commission. The mission of the Detroit Public Library is to enhance the quality of life for the diverse and dynamic community of the City of Detroit by enlightening and empowering its citizens to meet their lifelong learning needs through open and equitable access to information, technology and cultural and educational programs. Detroit Public Library consists of a Main Library and 21 neighborhood branch libraries, a Library on Wheels, and a bookmobile service.

Position Overview

The Assistant Director of Information Technology directs the information technology operation within the Detroit Public Library System, serving nearly 300 employees and approximately 2.8 Million customers annually. This position is responsible for the department budget, of nearly 400,000.00 not including salaries.

The Assistant Director evaluates and establishes strategic direction, service priorities, technology choices, customer service approaches, and organizational structure, in close consultation with the Executive Leadership Team, Service Directors, and Managers across the System. This role designs and oversees high-quality technical support, training, and consulting for staff. This position provides oversight to 7 technical and administrative staff members. The Assistant Director of Information Systems partners with the Executive Leadership Team on all strategic and tactical matters as they relate to systems design, network infrastructure and services that fulfill the Library's mission.

**TO APPLY, SUBMIT A RESUME AND COVER LETTER TO:
*tsimon@detroitpubliclibrary.org***

**ALL RESPONSES MUST BE SUBMITTED TO THE HUMAN RESOURCES OFFICE
BY 5:00p.m., Friday, September 2, 2016**

The Detroit Public Library is an equal opportunity employer committed to hiring a diverse and inclusive workforce. The Detroit Public Library provides equal employment opportunities to all employees and employment applicants without regard to unlawful considerations of sex, sexual orientation, gender (including gender identity and/or expression), pregnancy, race, color, creed, national or ethnic origin, citizenship status, religion or similar philosophical beliefs, disability, marital and civil union status, age, genetic information, veteran status or any personal attribute or characteristic that is protected by applicable local, state or federal laws.

JOB DESCRIPTION

Library – Assistant Director, Information Systems



Assistant Director, Information Systems

Job Family: **Information Systems** FLSA Status: **Exempt**
Revised Date: **November 2010** Bargaining Unit: **Non-Represented**

GENERAL PURPOSE: Under administrative direction, plans, coordinates, and manages the operation and maintenance of the information systems and communications for the Detroit Public Library (DPL); administers and evaluates the agency by developing goals and plans for implementations, formulating procedures and guidelines; and recommends modifications based on on-going analysis.

SUPERVISION RECEIVED/EXERCISED: Works under the administrative direction of the Library – Human Resources Director; and does exercise supervisory responsibility.

DISTINGUISHING CHARACTERISTICS: This job class is an individual contributor and is not distinguished from other classes in a job series.

PRIMARY DUTIES AND RESPONSIBILITIES:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Provides leadership for ensuring that the Library's Information Systems Group designs, develops and delivers a comprehensive array of computer technology and infrastructure programs and services that fulfill the Library's mission in such areas as administrative, instructional and staff computer systems, network infrastructure, and computer rooms/labs.
- Plans, designs, develops and delivers system-wide computer technology and infrastructure programs and services; provides leadership for evaluating and ensuring quality in all aspects of the Library's computer technology and infrastructure support programs and staff; provides leadership and direction for engaging key staff participation in support of system-wide computer technology priorities for the Library and web site.
- Recommends, develops and implements computer and computer technology policies, procedures and practices which foster and promote the Library; recommends organizational structures, personnel and resources to ensure a positive learning environment at all levels; represents the DPL at professional, governmental and various community meetings in matters relating to the Library's computer technology and infrastructure issues.

PRIMARY DUTIES AND RESPONSIBILITIES (Continued):

- Provides leadership for establishing multi-year and annual operational goals designed to implement the strategic goals of the DPL; prepares and administers departmental budget and monitors expenditures; serves as a primary contact with computer systems vendors; and evaluates hardware and software options and provides recommendations on capital expenditures.
- Plans, directs, coordinates, and reviews the work of assigned staff; assigns work activities and coordinates schedules, projects, and programs; provides constructive feedback; reviews and evaluates work and makes effective suggestions and recommendations.
- Coaches, trains and motivates staff; coordinates and/or provides staff training; and assists with managing employee relations; assists with managing the workflow and prioritization of projects and measures the performance of the department and all related staff and recommends or suggests appropriate corrective action when necessary; provides advice and counsel to staff;

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develops developmental work plans for staff; recommends corrective actions, discipline and termination procedures as appropriate/necessary.

- Provides customer service and handles customer issues and concerns; develops, coordinates, and implements training programs for use of equipment, new technologies and work procedures; develops, promotes and supports the Library's marketing strategies and activities; collects and maintains data necessary for preparing grant applications, annual reports, surveys and budget requisitions.
- Provides support to the Library – Executive Team on matters as directed; participates on a variety of committees as assigned; prepares and presents reports and other necessary correspondence; attends and participates in professional group meetings; maintains awareness of new trends and developments in the fields related to area of assignment; ensures processes, policies and practices are interpreted and applied consistently and effectively; ensures accountability and compliance with all current and applicable state and federal laws, Library policies and procedures, rules and regulations.
- Ensures an environment of customer-responsive services, providing customer-responsive service and handling customer service issues.
- Performs other duties as assigned or required.

MINIMUM QUALIFICATIONS:

Education and Experience:

Masters of Science in Information Science, Computer Science, or related field and five - seven years of experience managing and maintaining computer and communication related systems, preferably in a public library setting. Five to seven years of supervisory and budgetary experience; OR an equivalent combination of education and experience.

Required Licenses or Certifications:

Must possess a valid State of Michigan Driver's License.

Required Knowledge of:

- Managerial, organizational, and leadership principles and practices.
- Current technology trends and systems.
- Integrated computer technology and infrastructure programs.
- Project/program planning and management principles and practices.
- Strategic planning principles and practices.
- Budget preparation, monitoring and administration.
- Public and community relations principles and practices.
- Other pertinent federal, state, and local laws, codes, and regulations.
- Modern office procedures, methods, and equipment including computers and computer applications such as word processing, spreadsheets, and statistical databases.
- Public library operations, services, and policies.
- Supervisory principles, practices, and methods.
- Customer service standards and procedures.

Required Skill in:

- Interacting with people of different social, economic, and ethnic backgrounds.
- Analyzing highly technical information and translating into easily understood communication.
- Strategic information systems planning.
- Identifying technology trends and issues and applying it to the Library's needs.
- Project management and administration.
- Problem solving and decision-making.
- Planning, analyzing, organizing and coordinating activities and establishing priorities.
- Budget preparation, monitoring and maintenance.
- Program design and development.
- Presenting ideas and concepts orally (including public speaking) and in writing.
- Working cooperatively with branch and department customers.

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- Responding to inquiries in effective oral and written communications.
- Utilizing personal computer software programs affecting assigned work and in compiling and preparing spreadsheets and reports.
- Establishing and maintaining effective working relationships with Library and department staff, board members, outside agencies, and the general public.
- Supervising, leading, and delegating tasks and authority.

Physical Demands / Work Environment:

- Work is performed in a standard library environment.
- Subject to sitting, standing, and walking.
- Able to lift up to 80 pounds with the proper support.