



Muskegon Area District Library

An Equal Opportunity Employer

Deadline to apply: April 30, 2018

Position: IT Manager Location: Administration

Salary: Full time - \$65,738 - Excellent benefit package

Muskegon Area District Library (MADL) is seeking an IT professional for a unique opportunity. This position will lead IT operations and serve the local community by providing a dynamic, reliable and innovative IT environment for our staff and library users. MADL has 10 locations throughout Muskegon County that is located along the beautiful Lake Michigan shoreline with waterfront, rivers, woods and dunes. You'll enjoy a lifestyle that is *Pure Michigan*.

JOB SUMMARY

Under the general direction of the Director, the Information Technology Manager is responsible for the planning and managing of the Library's personal computers, network systems, telephone, VOIP and voice mail system. Will also participate in the development of long-range technology planning which reflect the needs of the organization.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Participates on the Library's Leadership Team in the development of Library policy, plans and operating strategy. Communicates department activities while participating in the development of strategy policies, and trends relating to the delivery of information systems services to the Library and patrons.
2. As a member of the Leadership Team, keeps technical skills current, remaining innovative and visionary with relevant knowledge and skills as an industry leader creating solutions to workplace concerns and opportunities which reflect positively on MADL as both an employer-of-choice and contemporary library responsive to the service needs of its taxpayers.
3. Participates in long-range technology planning for the Library. Implements and monitors the approved technology-related budgets while investigating, recommending and fostering the utilization of emerging technology as a strategy for meeting the mission and goals of the library
4. Coordinates the work of department staff; participates on interview teams and with subsequent training; performs project management; assigns tasks; prepares work schedules; verifies and approves electronic timesheets on a bi-weekly basis.
5. Responsible for the development, coordination, operation and maintenance of the Library's personal computers and network systems. Will oversee the installation and maintenance of computer networks and associated software.
6. Establishes networking environment by designing system configuration; directing system installation; defining, documenting, and enforcing system standards.
7. Maximizes network efficiency by monitoring performance, troubleshooting network problems and outages, scheduling upgrades, and maintaining network optimization.
8. Ensures security of all technology systems by managing and consistently updating a comprehensive security strategy, integrating physical and software-based security measures and advising on related policies.
9. Reports network operational status by implementing, configuring and updating an automated network, application, and security monitoring package to include proactive notifications when system capacity is exceeded, key systems are unavailable, or security breaches occur.
10. Provides support for all systems and coordinates vendor agreements for external technical support.
11. Prepares computer technology-related purchase recommendations, including comparative vendor quotations, for review by the Director.
12. Maintains awareness of current computer trends through periodicals, conferences, professional organizations, or any other relevant media. Communicates pertinent information to MADL for possible consideration.
13. May be responsible for seeking external funds for Library technology through grant writing and federal funding programs.
14. Maintains Information Technology inventory of equipment.
15. Attends MADL Board meetings and other meetings deemed necessary by MADL.
16. Responds to urgent technology-related situations.
17. Performs other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

1. The job requires a Bachelor's degree in computer science or related field.
2. Four to six years of progressively more responsible experience in a professional information technology capacity with two years supervisory experience preferred.
3. Technical Certification(s), such as MCSE, MCSA, MCDST, MCP, CCNA, VCP, and SCP preferred.
4. Experience with hardware, software, LAN administration and troubleshooting as well as installing, configuring, and supporting Active Directory environment and Microsoft Windows Environment operating systems and software, VMWare virtual server and desktop environment administration and support, and integration of MS Windows, Cisco, and Meraki security. Understanding of MS Exchange, MS SQL Server, and MS SharePoint and integration of these systems with MS Office.
5. Experience with Meraki access points and Meraki switches as well as Cisco firewalls and routers are required.
6. Planning ability to assist in developing technology plans and to coordinate installations and upgrades within the organization.
7. Problem-solving skills relevant to troubleshooting complex human, technological and resource issues.
8. Ability to work under general supervision with latitude in exercising independent judgment and discretion subject to Library policies and procedures and professional practices.
9. Interpersonal and communication skills necessary to work with a variety of individuals and establish effective working relationships with Library patrons and personnel. Must be able to demonstrate effective oral and written communications skills, including the ability to answer technical questions in non-technical terms.
10. Effective time management skills necessary to coordinate and collaborate on multiple projects. Must be able to meet deadlines and established timetables.
11. Manual dexterity to work with parts such as small screws or work in tight, difficult to reach locations. Physical ability to lift/carry/push/pull computer equipment weighing up to 40 pounds.
12. Visual acuity necessary to accurately read computer screen displays.
13. Hearing ability to answer telephone and inquiries.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee will frequently, sit, stand and walk. The employee is occasionally required to stoop, kneel, and reach forward and above the head. The employee will occasionally lift and/or move up to fifty (50) pounds such as boxes of books and equipment. Specific vision abilities required by this job include close vision.

WORK ENVIRONMENT

1. Generally will work within a normal office environment, with minimal discomfort due to extreme temperatures, dust, and noise. The exception is that computer equipment repairs may require exposure to dusty equipment and require getting under desks or behind equipment.
2. Will require frequent travel between MADL locations, and may include out of county travel for meetings and conferences.
3. Work hours will be varied, including evenings and weekend hours.
4. Frequent sitting/standing in one position for extended periods of time.

To apply for this position send a completed application (applications can be found at www.madl.org), resume and cover letter to:

Muskegon Area District Library, Attn: HR, 4845 Airline Road, Muskegon, MI 49444

Fax: 231-737-6307 Or email to jwonders@madl.org