

**Chelsea District Library
Position Description**

Position Title: Head of Technology Services
Reports To: Library Director
Hours: 40 per week, including weekends and evenings; hybrid options available
Classification: Grade 8, full-time, salaried, exempt
Wage Range: \$65,926 - \$85,703
Benefits: Paid time off (PTO); health, dental, vision, life, short-term and long-term disability insurance; retirement matching.

Purpose and Scope:

Under the general supervision of the library director, the head of technology services manages and supports the network, operation, integration, and enhancement of library information systems and applications; oversees user and operational support for all library systems; actively serves as part of the library management team; and serves as the liaison for library/community partnerships.

Essential Duties and Responsibilities:

1. Manages, analyzes, and updates the library's LAN, wireless network, and network connectivity through regular oversight, maintenance and improvement strategies including working with outside network contractors if necessary.
2. Evaluates, recommends, deploys, and maintains software and hardware.
3. Manages all software licenses and media.
4. Maintains and monitors firewall, filters, and other security measures.
5. Maintains documentation, statistics, and inventory of technology systems/equipment.
6. Develops and maintains a professional relationship with library vendors and negotiates contracts as needed.
7. Assists with annual budget preparation and ensures assigned line items are managed with budgetary limits.
8. Proposes new policies, procedures, and practices and recommends changes to the director, as needed.
9. Assists with development of the library website, newsletter, and other communication tools for promotion of library services and programs.
10. Participates in community outreach to engage community members and organizations and build and nurture partnerships.
11. Updates/revises the master technology plan, as needed.
12. Maintains and shares current knowledge of emerging technologies and trends.
13. Communicates with staff, trustees, and the public on the phone, in-person, and in writing in a professional and courteous manner.
14. Attends staff, board, and community meetings as assigned.
15. Contributes to professional library organizations and continuing education opportunities.
16. Other duties as required.

The above duties are not to be construed as an exhaustive list of all job duties that may be performed by this role. Additional responsibilities may be added as needed.

Essential Physical Requirements:

1. Ability to give/follow written and oral instructions and procedures.
2. Ability to reach (laterally and overhead), bend, twist, squat, kneel, push and pull.
3. Ability to lift/carry up to 50 lbs.
4. Ability to perform repetitive movements including simple grasping, pushing, pulling and fine manipulation.
5. Ability to sit, stand and walk for extended periods of time.

What You Bring to the Team:

1. Bachelor degree in Information Systems, Computer Science, or Information Technology, or equivalent work experience.
2. 3-5 years of information technology experience in networking.
3. Proficiency with: Windows 10/11, Windows Server (2008-2019), Antivirus and end point security, TCP/IP, Web services, VPN Services, Network equipment (Firewall, Layer 3 and Layer 2 Switches, Access Points), Group Policy, Active Directory, Virtual Servers (including Hyper-V and vmWare).
4. Knowledge of Microsoft Office.
5. Experience developing and managing budgets.
6. Ability to prioritize duties and tasks and work independently.
7. Experience handling confidential and sensitive information in an appropriate and secure manner.
8. Strong verbal, written, and interpersonal communication skills, and a demonstrated ability to work with colleagues, board trustees, library users, and vendors in a professional and courteous manner.
9. Strong organizational and analytical skills, including attention to detail.
10. Dependable work habits and flexibility when scheduling work hours and responding to problems.
11. Strong customer service skills and dedication to public service.
12. Interest in and knowledge of emerging technologies (i.e AI).

If You Have These, All The Better:

1. Computer certifications including: A+, Network+, CCNA or MCSA.
2. Google G-Suite Administration.
3. Experience with library computer management systems (Envisionware, CARL, Faronics Deep Freeze).
4. Work experience in a public library.
5. Experience training, supervising, and evaluating the work of others.

Chelsea District Library is committed to equal treatment and opportunity in all aspects of recruitment, selection, and employment without regard to gender, race, religion, national origin, ethnicity, disability, gender identity/expression, sexual orientation, veteran or military status, or any other category protected under the law. Chelsea District Library is an equal opportunity employer; committed to a community of inclusion and an environment free from discrimination, harassment, and retaliation.