



# METROPOLITAN LIBRARY SYSTEM

## Job Description

<b>Job Title:</b> Chief Technology Officer	<b>Position Code.:</b> 1174-26E
<b>Reports To:</b> Executive Director	<b>Classification:</b> Exempt
<b>Division:</b> Technology	<b>Date:</b> 06/2022

### **JOB SUMMARY:**

Under administrative direction plans, coordinates, and directs the planning, operations, and staff of the Technology division; responsible for the resources (personnel, hardware, software, voice and data network, and budget) and for the delivery and support of technology to satisfy requirements of individual libraries and departments within the organization to meet the goals and mission of the Metropolitan Library System (MLS).

### **ESSENTIAL JOB FUNCTIONS:**

- Provides administrative, strategic, and daily operational direction for all technology systems, services, and resources in all library locations, customer/staff access points, kiosks, and Wi-Fi service points.
- Leads the library's technology initiatives including innovations/development of new technology products, access, and services for staff, customers, and the public.
- Responsible for systemwide technology strategic planning and implementation to improve access and performance in technology operations and technology public service delivery.
- Plans and directs the operations of the information technology department; schedules and conducts staff meetings; meets individually with staff as needed; delegates responsibilities as appropriate.
- Carries out supervisory responsibility in accordance with policies, procedures and applicable laws including, interviewing, hiring, and training, planning, assigning, and directing work; appraising performance; developing potential, rewarding and disciplining employees; addressing complaints and resolving problems.
- Evaluates and acquires software for the library system for use by library staff. This includes integrated library system (ILS) software, computer reservation & printing, self-check, human resources, development, and financial software.
- Evaluates and purchases hardware and software needed to integrate with the ILS to provide full functionality for library customers including radio frequency identification (RFID), self-check, computer reservation, and print management.
- Develops and recommends operating budget for the department as well as technology accounts for the system annually; monitors and administers approved budget; reviews and evaluates system wide budget requests for inclusion in the estimate of needs and prepares final technology budget.
- Develops and recommends policies and procedures for the efficient operation of all functions within the library's Technology division.
- Provides excellent customer service.
- Serves as backup for the Network Systems Administrator; adds and maintains configurations for routers, switches, and firewall hardware. Upgrades equipment operating system as recommended by vendor. Monitors network security for network intrusions. Manages wireless network including Web Coverage Service (WCS) Server and Wireless LAN Controller (WLC) Server to maintain network security.
- Serves as backup for the Voice over Internet Protocol (VoIP) telephone system including call manager and voice mail system. Configures phones, lines, features, and makes changes to same. Monitors and installs system hardware and software upgrades and fixes; manages audio and video conferencing equipment and configuration.
- Meets with library staff from various departments to determine software and hardware needs. Research products based on needs expressed by users.
- Administers library's e-rate requests for funding to the Schools and Library Division (SLD) of the Universal Service Administrative Corporation. Develops technology plan in accordance with SLD requirements. Contracts with vendors for data and telecommunications services.
- Provides input and specifications related to technology needs for new construction or remodeling of library buildings.
- Prepares bid specifications and serves as project manager for data/voice communications wiring on all new and remodeled building projects.
- Manages all software including working with vendor on upgrades and enhancement requests, configuring system for use by MLS, managing security and integrity of system data.
- Serves on the library's Senior Management Group; meets regularly regarding library policies, procedures, and other library business.
- Serves as "Director in Charge" in absence of Executive Director, as assigned.
- Serves as an accounts payable payment approver for the library system.
- Establishes technology service metrics that align with strategic goals and service standards to demonstrate value to the library's operations and excellent customer service delivery.

- Leads and encourages continuous research within MLS to ensure current knowledge, emerging technology/trends, and innovations from the library/technology industries are identified and implemented to meet strategic goals, support staff/customer technology needs and deliver excellent customer service.
- Maintains and upgrades professional knowledge, skills, and development by attending seminars and training programs and reading trade and professional journals and publications.
- Analyzes statistics, interviews staff and users to prepare and recommend additions or deletions to services provided.
- Monitors interface software used to communicate between the ILS and third-party software and equipment including OCLC's ILLiad, OCLC Cat (Cataloging records), OverDrive eMedia (customer authentication and MARC records), Syndetic Solutions, EDI book vendor accounts, Remstar Shuttle, self-checks, point of sale software & equipment, computer reservation & print management software & equipment, and Automated Materials Handling (AMH) equipment.
- Monitors performance, growth, and user requirements for a computer system/subsystem to assure reliability, sufficient capacity, and maintainability; identifies and resolves the causes of system failures or malfunctions and coordinates efforts to correct the problem.
- Identifies areas of quality management/improvement to enhance productivity through improved work procedures and practices, improved communication, and accountability.
- Provides expert professional assistance and guidance to MLS management on technology strategy, long-term technology initiatives and uses of technology to solve operational needs and problems.
- Serves as resource person for IT technicians on troubleshooting customer reported software issues.
- Performs computer equipment installation and maintenance, as needed.
- Completes assigned and required training on time.
- Champions the library's strategic goals and initiatives with the system's mission and core values in mind.
- Drives library vehicle occasionally to and from various locations.
- Works in a manner safe to the individual and other people; follows safety rules and safe working practices; uses safety equipment as required.
- Defends the principles of the Citizen's Bill of Library Rights, the Freedom to Read Statement, the privacy of library customers' records and the code of professional ethics.
- Performs other related duties as assigned.
- All responsibilities may not be performed by all incumbents.

**FREQUENCY OF TRAVEL REQUIREMENTS:**

- Frequent travel to other library locations.
- Occasional travel within the state or nationally for appropriate professional development and networking.

**INTERACTION:**

- Interaction with all levels of staff, partners, customers, Commission members, and the public.

**MATERIAL AND EQUIPMENT USED:**

- Automated Materials Handling (AMH) equipment
- Computer(s)/Printer(s)
- Door Counters
- General Office Equipment
- RemStar Shuttle
- Vehicle (fleet/personal)
- Webcam

**MINIMUM QUALIFICATIONS REQUIRED:**

**Education and Experience:**

- Bachelor's degree from an accredited college or university in computer science, information systems, or a related field; and
- Seven years of progressively responsible related experience in the management of information technology; and
- Five years of senior leadership experience, including managing tech teams comprising all technical disciplines.

**Licenses and Certifications:**

- Valid State Driver's License
- Current Motor Vehicle Insurance
- Acceptable Driving Record

**HIGHLY PREFERRED QUALIFICATIONS AND COMPETENCIES:**

- Experience working in a library setting.
- Master's degree from an accredited college or university in computer science, information systems, or a related field

**KNOWLEDGE, SKILLS, AND ABILITIES:****Knowledge of:**

- Principles and practices of computer science.
- Library policies, procedures, software, and equipment.
- RFID internal workings including APIs and DLLs.
- RemStar Shuttle internal workings including APIs and DLLs.
- Principles and practices of library services system planning.
- Software maintenance, updates, system configuration, and implementation as well as troubleshooting to correct system problems.
- Windows Platform: Windows Network, DNS, IIS, HTML, Z39.50, Code 39/CODABAR barcodes, US MARC format, e-mail administration, XML, SIP-2.
- SQL using Oracle SQL Developer and/or Microsoft Query.
- Principles and practices of finance and budgeting.
- Basic budgetary principles and practices.
- Administrative principles and practices, including goal setting and implementation.
- Administration of staff and activities, either directly or through subordinate supervision.

**Skill in:**

- Planning, organizing, assigning, directing, reviewing, and evaluating the work of staff.
- Selecting and motivating staff and providing for their training and professional development.
- Preparing clear and concise reports, correspondence, and other written materials.
- Researching, compiling, and summarizing a variety of informational and statistical data and materials.
- Organizing work, setting priorities, meeting critical deadlines, and following up assignments with a minimum of direction.
- Analyzing and resolving office administrative situations and problems.
- Preparing and analyzing budgets.
- Using computers and MGE Uninterruptible Power Supply (UPS).
- Using exceptional interpersonal and leadership skills that build and maintain strategic relationships with internal and external customers.
- Using analytical skills to develop and implement department mission, goals, and procedures; determine needs for capital expenditures, personnel, and operating budgets; and prepare special reports or analyses for the library system or outside agencies.

**Mental and Physical Abilities:**

- Ability to read and interpret documents such as safety rules, operation and maintenance instructions, procedure manuals, and so forth.
- Ability to read, analyze and interpret professional periodicals and journals, technical procedures, and government regulations.
- Ability to apply concepts such as fractions, perceptions to practical situations; hexadecimal, octal, binary conversion to and from Arabic numbers.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions in written, oral, diagram or schedule form.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to travel to various locations and to access reliable transportation to do so.

- While performing the essential functions of this job the employee is frequently required to move from place to place, speak and hear and lift and/or move up to 25 pounds.
- While performing the essential functions of this job the employee is occasionally required to climb and lift and/or move up to 50 pounds.

**SUPERVISORY RESPONSIBILITY:**

- This position supervises multiple staff.

**WORK ENVIRONMENT:**

- Works in a normal office environment where there are little or no physical discomforts associated with changes in weather or discomforts associated with noise, dust, dirt, and the like.
- Occasional evening or weekend work required.
- This position is eligible for Core and Emergency telework.

**SUMMARY STATEMENT:**

This job description should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description. Any essential function or requirement of this job will be evaluated as an interactive process, as necessary, should an incumbent or applicant be unable to perform the function or meet the requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodations for the specific disability will be made for the incumbent or applicant so long as accommodation does not create an undue hardship to the System or if doing so causes a direct threat to the individual or others in the workplace and the threat cannot be eliminated by reasonable accommodation.

NOTE: The System reserves the right to amend or change this job description from time to time and/or assign other tasks for the Employee to perform as the System may deem appropriate.