

Job Description

Position Title: Library Technical Services Manager

Job Family: Library

Job Level: Manager

FLSA Status: Exempt

Salary Grade: 07

Position Summary:

The Library Technical Services Manager is responsible for direct oversight, supervision, and strategic planning for the Technical Services department including acquisitions, cataloging, receiving, and systems. The Library Technical Services Manager functions as system administrator for library technologies and systems and ensures that resources are available to patrons in an efficient manner. The Library Technical Services Manager participates in the development and recommendation of Library policies, procedures and processes.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Administers and coordinates complex, high-level technology system architectures, systems application design, and integration of multiple systems.
2. Supervises staff, prioritizes and assigns work. Performs cross-functional, multidisciplinary technical management including evaluation of project work. Conducts performance evaluations; ensures staff is trained; and makes hiring, termination, and disciplinary recommendations.
3. Manages the operations and procedures of the Technical Services division including Acquisitions, Cataloging, Serials, Digital Services, Website and Integrated Library System (ILS) including planning, implementing, administering, and evaluating work.
4. Manages seamless access to all library databases and systems. Works with multiple vendors to set up proxies and protocols for learning management software. Ensures access to databases.
5. Works and meets with vendors to design and develop hardware and software specifications, solutions, and strategies. Implements and administers enterprise cross-platform large-scale system. Serves as primary technical contact for the library's service providers, Library faculty and staff, Web Systems, and College IT departments.
6. Designs, plans, and integrates strategies for library platforms, technologies, or software systems. Prepares and analyzes reports and statistics to meet federal reporting requirements. Ensures library systems are compliant with all College, state, federal and ADA guidelines, and meet technological standards.
7. Assists development of District Library Services budget. Forecasts resources for staffing, equipment, materials and supplies; and monitors expenditures. Oversees inventory and evaluates and recommends technology purchases.

8. Contributes to planning activities with Library leadership, College departments, outside agencies and systems vendors.
9. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of internal and external customer service principles and practices
2. Knowledge of computer and network operating systems
3. Knowledge of principles and methods for promoting programs and services
4. Skill in budget/resource management
5. Skills in organization, coordination, and management
6. Skill in people leadership and supervision
7. Skill in verbal and written communication with the ability to explain technical concepts to audiences with a wide range of technical skills
8. Skill in positive, productive, and flexible customer service
9. Skill in project management principles, processes, and techniques
10. Ability to apply analytical and critical thinking skills with the ability to draw conclusions and prepare accurate reports of results
11. Ability to adapt to a rapidly changing technical environment

Supervision:

- Supervises work of others, including planning, assigning, and scheduling work, reviewing work and ensuring quality standards, training staff and overseeing their productivity, and signing employee(s) performance evaluation. May have responsibility for making decisions on hiring, termination and pay adjustments.

Independence of Action:

- Results are defined and existing practices are used as guidelines to determine specific work methods. Carries out work activities independently; supervisor/manager is available to resolve problems.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- **Student Success:** Allows the opportunity to support student success as well as improve access and retention.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Master's degree in Library Science or a closely related field of study required.
- Three (3) to five (5) years of related experience required.
- Five plus (5+) years of related experience preferred.
- One (1) to Three (3) years of supervisory experience required.
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above

Physical Demands:

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

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in an standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to move, transport, and/or position objects of light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Pre-employment Background Check Required
- Some evening or weekend work hours