

Assistant Director of Technical Services - Information Technology

JOB TITLE: Assistant Director of Technical Services - Information Technology

FLSA STATUS: Exempt

GRADE: 43

DEPARTMENT: Technical Services

APPROVED DATE: 01/1998

REVISED DATE: 01/2022, 02/2022

Job Summary

This position is responsible for providing leadership and direction to advance a customer-centric focus in the strategic development, implementation, support, and administration of the Library District's enterprise-wide Information Technology (IT) services. The Assistant Director of Technical Services - Information Technology is responsible for developing maintenance and growth plans for IT, creating annual and project budgets, project management, managing IT staff and keeping the Leadership Team up to date on the latest IT trends that could help the library district succeed in meeting strategic and operational goals.

This position contributes to the Library District's effective operation, providing library services, spaces, and resources that are representative of diverse cultures and perspectives, intentionally inclusive, and accessible to everyone.

We Value Lived Experience

Sno-Isle Libraries is committed to embedding equity into our organization. As we engage in equity work, it's important to have a good foundation to frame the work and then provide training opportunities to build skills and knowledge.

We value and embrace the unique experiences our staff members bring to the organization and recognize how their experiences improve the service we provide.

Essential Functions

Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this job.

1. Ability to align behavior with the library's mission, values, and strategic focus in serving a diverse stakeholder community.
2. Provide leadership and direction in identifying, analyzing, and prioritizing IT strategies and initiatives to deliver high-quality, customer-focused technology services that support the library district's vision, mission, values, and goals.
3. Support the Library District by acting as a strategic and technical partner in identifying business needs and collaboratively developing automation solutions, process improvement, organizational change, strategic planning, and policy development.
4. Establish and maintain appropriate cybersecurity practices and policies, as well as business continuity and disaster recovery plans to protect Sno-Isle customer and corporate data and assets that meet the Library's short-term and long-term resiliency goals.
5. Provide effective leadership and direction including establishing, encouraging, and monitoring expectations for IT staff to provide a positive customer experience, to promote proactive, engaged, and effective stakeholder collaboration and communication, and to ensure excellence in the quality and effectiveness of IT services that support the Library's vision, mission, values and goals. This includes such actions as: interviewing, selecting, and training staff; scheduling and assigning staff to assure optimum levels of service and uses of staff skills and abilities; applying Library District personnel policies and procedures; performance management, coaching staff and arranging for continuing training to enhance their capabilities and the quality of service they provide.
6. Assure the fiscal soundness of IT, including working closely with the Director of Technical Services to develop and manage the IT budget, oversee and maintain vendor contracts, ensure organizational compliance and audit requirements, and coordinate the Library's participation in the Federal E-Rate program.

Additional Duties and Responsibilities

1. May act in the absence of the Director of Technical Services.
2. Serve on the Technical Services Management Team.
3. Lead and assist with special projects as required.
4. Train new staff as needed.
5. Coordinate with all Library District staff as needed to ensure effective communication and collaborative planning and implementation.

6. Attend and present at meetings, trainings, and workshops to support ongoing personal and staff learning and development.
7. Perform other duties as assigned.

Supervision

The position reports to the Director of Technical Services. The position directs the work of the IT Enterprise Systems Manager, the IT Enterprise Infrastructure Manager, and IT staff who provide information technology and related services throughout the Library District.

Knowledge, Skills, and Abilities

1. Manage relationships with all people inclusively and equitably; conveys respect by valuing and encouraging the unique dimension each employee adds to the organization and each member of the community brings to the whole. Demonstrates an ongoing commitment to expand one's own awareness, knowledge, and skills of others' cultures, beliefs, identities, languages, interpersonal styles, and behaviors.
2. Ability to uphold the principles of equity, diversity, and inclusion in the workplace and the community.
3. Ability to work cooperatively and maintain effective interpersonal skills with the public and co-workers.
4. Strong communication skills and demonstrated ability to collaborate with diverse audiences.
5. Strong technical knowledge and ability to stay current with IT trends.
6. Strong knowledge of library services, emerging trends, and internal and external customers.
7. Provide expertise in managing organization expectations and to follow-up effectively and achieve results.
8. Direct the work of others in a manner that empowers them, enhances their performance, and assures a positive experience for staff and customers.
9. Promote the vision, mission, values, and goals of Sno-Isle Libraries and help staff understand how their work supports that.
10. Act as a trusted advisor to staff and customers on technology needs.
11. Provide knowledge of the principles of management; fiscal administration; vendor contract negotiation and management.

12. Work on multiple projects simultaneously and translate business data into information that can be used by the Library District to improve outcomes for customers and staff.
13. Translate and communicate complex ideas to staff, customers, and partners in a way that is inclusive and clear to the audience.
14. Remain adaptable and comfortable working in a dynamic environment that can involve ambiguity.

Education and Experience

Knowledge, skills, and abilities for this position can be acquired by a combination of experience and education including:

1. One of the following is required:
 - a. Master's degree in Information Technology and five years of related experience.
 - b. Bachelor's degree in Information Technology and seven years of related experience.
 - c. Master's or Bachelor's degree in a related field with ten years of experience.
2. At least five years of experience in IT management with a successful track record of increasing responsibility.
3. At least three years of experience supervising credentialed IT staff.
4. Experience in a public library is highly desirable.

Physical and Environmental Conditions

The physical demands described here are representative of those that must be met by a staff member to perform the essential functions of this job successfully. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Most of the work is carried out within a generally accessible, safe, indoor environment. While performing the duties of this job, the incumbent is required to operate computers for extended periods of time. Incumbents may occasionally move objects or materials weighing up to 35 pounds.

The incumbent must regularly communicate with coworkers and members of the public. These contacts and situations are deemed to be generally safe and free of undue stress, but require incumbents to be cordial, helpful, and skilled in interpersonal relations with others both in the public and within the Library District.

Activities sometimes occur outside the regular business day including evenings and weekends and require travel to branches and other locations within the Library District's two-county service areas to meet with public groups and library staff. To accomplish this travel, the incumbent must be able to drive and hold a valid Washington State driver's license or to make independent arrangements for such transportation.