

IT Enterprise Systems Manager

JOB TITLE: IT Enterprise Systems Manager

FLSA STATUS: Exempt

GRADE: 42

DEPARTMENT: Technical Services

APPROVED DATE: 03/2012

REVISED DATE: 3/2022

Job Summary

Provide leadership and direction to foster a customer-service focus in the development, implementation, support and administration of the Library District's enterprise systems such as the integrated library system (ILS), discovery platform, resource reservation system, computer reservation system, and personal computer equipment in order to provide high-quality customer-focused service. Support and develop a variety of customer-focused services including: public access, circulation, acquisitions, cataloging, serials, resource management, computing, and reporting.

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. Provide effective direction for the delivery of high-quality, customer-focused services to assigned staff to assure the quality and effectiveness of enterprise services to the Library District. This includes: interviewing, selecting and training staff; scheduling and assigning staff to tasks and services to assure optimum service levels; performance management, coaching and mentoring staff and ensuring continued training to enhance staff quality of service and technical capabilities.
2. Participate as an effective member of the Technical Services management team, contributing to problem solving, strategic planning, and workflow analysis.
3. Ensure enterprise systems serve as effective and functional tools supporting a variety of library services and data needs for the Library District's customers and staff. Monitor quality and performance of enterprise software, communicate with vendor and library staff, coordinate with the appropriate staff for advanced information and data gathering and reporting and the investigation, troubleshooting, and resolution of issues.
4. Collaborate with Technical and Public Services staff to ensure enterprise systems procedures are consistent with library policies and clearly communicated to customers and staff; recommend improvements and coordinate upgrades to enhance customer service and functionality for staff.
5. Manage enterprise system-related projects involving staff and third-party vendors to review software marketplaces and product assessment; determine project scopes and timelines, testing, troubleshooting, and communications; create, edit, and maintain documentation consistent with best practices and library policies.
6. Actively participate in the development of Information Technology's operating and capital budgets; monitoring and reporting expenditures compared to budget and initiating needed corrective actions to maintain fiscal integrity.
7. Work with the Communications Department or other appropriate staff to identify and develop key messages about enterprise software for customers, and ensure communications are clear, complete, and accurately reflect the Library District's policies and practices.
8. Responsible for establishing and maintaining enterprise platform security permissions and for maintaining settings related to materials, customer records, and circulation procedures.

Additional Duties and Responsibilities

1. Establish and maintain effective relationships and networks with colleagues regionally and nationally.

2. Participate in rotating schedule of providing after hours technical support to library staff.
3. Responsible for coordinating the design and maintenance of staff training classes and materials for on-the-job use of enterprise software. Materials may include a variety of formats such as, printed materials, Intranet documents, e-learning courses, reports, and bulletins.
4. Attend meetings, trainings, conferences and workshops as assigned.
5. Deliver presentations to a variety of groups and officials.
6. Assist with special projects as required.
7. Perform other duties as assigned.

Supervision

This position reports to the Assistant Director of Technical Services. The position directs the work of professionals and technicians who manage and support enterprise systems, personal computers, computer management, technology report tracking, and equipment inventory. The position will also direct the work of the entire Information Technology staff in the absence of the IT Manager.

Knowledge, Skills, and Abilities

1. Knowledge of library resources, programs, and services in a public library.
2. Knowledge of the principles of training and adult learning and instructional design with proven ability to develop and conduct technical training programs in a customer service environment.
3. Thorough knowledge of and ability to operate and troubleshoot complex automated relational database systems such as integrated library computer systems to provide public access to library materials and services.
4. Excellent written and oral communication skills: ability to explain complex concepts to staff.
5. Strong organizational, analytical, and problem-solving skills.
6. Ability to be flexible, manage ambiguity, adapt to change and successfully work in a fast-paced, dynamic environment.
7. Ability to uphold the principles of equity, diversity, and inclusion in the workplace and the community.
8. Ability to communicate effectively with diverse audiences.
9. Ability to provide excellent customer service.
10. Ability to work independently, set priorities, and manage competing deadlines.

11. Ability to work cooperatively and maintain effective interpersonal skills with the public and co-workers.
12. Ability to operate relevant computer systems including hardware and software, such as Microsoft Office, electronic databases, e-mail, and internet navigation in addition to other office equipment and security systems.

Education and Experience

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

1. Bachelor's degree in computer science or related field required.
2. At least 2 years experience managing complex relational databases preferred.
3. At least 5 years experience in related library service including use of an integrated library system (ILS) preferred.
4. At least one year of experience supervising technically skilled staff.

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 duties 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. The incumbent may occasionally move objects or materials weighing up to 35 pounds and must be able to set up equipment used in training and demonstration.

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.

Incumbents may travel to various sites in all kinds of weather and traffic conditions. 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.