# BAKER COUNTY LIBRARY DISTRICT
## Job Description

Title: **IT Manager**
Dept.: **Information Technology Services**
Reports to: **Library Director**
Effective Date: **February 2025**

## Position Overview

The IT Manager provides strategic and operational leadership for the Baker County Library District's (BCLD) information technology systems. This role ensures the reliability, security, and scalability of the district's technology infrastructure, supporting library operations and enhancing patron and staff experiences. As a key member of the district's leadership team, this role oversees technology projects, ensures proactive system monitoring and effective troubleshooting, and drives strategic enhancements to align IT services with organizational goals.

## Core Competencies:

### Valuing Diversity
Manages relationships with all kinds and classes of people inclusively and equitably; respects, values, and encourages the unique dimension each employee adds to the organization and each member of the community brings to the whole. Seeks opportunities to learn about differences.

### Customer Focus
Primarily focused on customer needs, able to deliver high quality, value added services. Constantly strives to find new ways to increase customer satisfaction and understanding, foster equitable services, and forge meaningful connections.

### Ethics, Values and Judgement
Exercises best judgment, trustworthiness, and professional standards of conduct; consistently demonstrates organization's values, moral principles, and accountability through behavior, character, and action. Defends intellectual freedom and confidentiality.

### Professional and Technical Knowledge
Demonstrates proficiency in professional and technical skills and/or knowledge in position-related areas; purposely keeps up with current developments and trends in areas of expertise, in order to better foster personal success and connections for others.

### Coaching and Counseling
Facilitates the development of other's knowledge, abilities, and skills to fulfill job and role responsibilities more effectively. Provides timely feedback, guidance, and encouragement to help others achieve better performance and goals; builds confidence of others.

### Managerial Courage
Tactfully provides direct and actionable feedback in a timely manner, is open and direct but not intimidating; deals head-on with people and problems even in the most difficult situations.

### Vision and Strategic Thinking

Supports, promotes, and ensures alignment with the organization's vision, mission, and values; holds big picture view while setting priorities, often uses breakthrough strategies to find the way forward.

### Organizing and Planning

Establishes courses of action for self, can influence others to ensure that work is efficient, appropriately sensitive to real restraints on time and resources. Willing to take a risk.

### Decision Quality

Makes decisions and solves problems, can deal adeptly with varied levels of complexity, ambiguity, and risk; takes responsibility and accepts ownership for decisions regardless of outcome. Responds promptly and appropriately in crises situations.

### Accountability

Holds self, direct reports, and others accountable for achieving intended outcomes; follows up and monitors progress to ensure that things stay on track; models organizational values and norms.

## Essential Responsibilities

### Leadership and Strategic Planning

- Develop and implement IT strategies to support the district's mission and goals.
- Identify emerging technologies and recommend solutions to improve efficiency, reduce costs, and enhance services for staff and patrons.
- Manage the IT budget, including forecasting, procurement, and cost optimization.
- Collaborate with leadership to identify and prioritize technology initiatives.

### Infrastructure and Systems Management

- Administer and maintain servers, networks, and enterprise systems to ensure uptime, reliability, and scalability.
- Oversee IT asset management for tracking hardware and software resources.
- Implement and maintain cybersecurity measures to protect sensitive data and systems, responding promptly to incidents and threats.
- Manage cloud-based and on-premises systems, ensuring integration and optimal performance.
- Perform system maintenance, including hardware upgrades, software updates, and patch management.

### Operations and Monitoring

- Monitor IT systems and networks daily to identify and address performance issues proactively.
- Troubleshoot and resolve hardware, software, and connectivity issues across all library branches.

- Ensure continuous operation of web services, email systems, and telecommunications.

### *Project and Vendor Management*

- Plan, execute, and oversee IT projects, such as system upgrades, migrations, and new technology rollouts.
- Negotiate and manage vendor contracts, ensuring timely delivery and compliance with agreed terms.
- Track and document progress on projects, maintenance work, and performance metrics.

### *Technical Support and Training*

- Provide tiered technical support to staff and troubleshoot complex issues effectively.
- Develop and deliver training for staff to enhance their use of technology tools and best practices.
- Serve as a resource for staff on technology-related policies, procedures, and strategic initiatives.
- Translate tech to non-tech skills

### *Team Leadership and Collaboration*

- Lead and mentor IT team members, fostering professional growth and collaboration.
- Promote organizational values and contribute to a positive workplace culture.
- Provide IT consulting and maintenance services to external library clients as contracted.

### *Data Management and Reporting*

- Establish metrics and key performance indicators to monitor IT operations and ensure alignment with organizational goals.
- Prepare detailed reports on IT performance, project outcomes, and system enhancements for stakeholders.

## Qualifications

### *Education and Experience:*

- Bachelor's degree in MIS or computer science preferred; or associate degree in related technical field is acceptable with 2-5 years of relevant experience in network and system administration; or any equivalent combination of education and experience that provides the required knowledge, skills, and abilities.
- Network+ and Security+ certifications preferred.

### *Required Skills and Competencies*

- Expertise in IT infrastructure, including networks, servers, databases, Unix/Linux, and cloud platforms (e.g., Microsoft Azure, AWS).

- Proficiency in network protocols (TCP/IP, DNS, DHCP) and hardware management.
- Proficiency in cybersecurity frameworks, risk management, tools and practices, including firewalls and threat detection systems.
- Knowledge of network, printer and system installation and configuration.
- Ability to troubleshoot security, network, and software problems.
- Excellent problem-solving skills and the ability to think critically and analytically.
- Excellent communication and interpersonal skills for collaboration with non-technical stakeholders.
- Strategic thinking and problem-solving skills to address complex IT challenges.
- Experience in budgeting, procurement, and resource allocation.

## Work Conditions and Physical Demands

- Primarily office-based, with occasional travel to branch locations.
- May require lifting and transporting IT equipment (up to 50 pounds).
- Frequent standing, sitting, and walking, balancing, stooping – often for extended periods of time.
- Constantly requires clear vision to read printed materials and computer screen to accomplish work.
- Constantly requires clarity of speech and hearing, which permits the employee to communicate effectively.
- On-call availability for emergency support and critical system issues.

## Other Prerequisites

- Pass criminal background check
- Valid Driver's license

## Advancement Opportunities

This role is at the top level of senior district leadership role for the department. It offers a pathway to Library Director should the candidate meet qualifications for that position, as well.

The job description does not constitute an employment agreement between BCLD and the employee, and is subject to change as the needs of BCLD and the requirements of the job change.


Approval:   *Perry Stokes*
                    Library Director

Created:  2/4/2014
Last revised: 1/31/2025