



## IT & Operations Manager

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<b>Department:</b>	Administration
<b>Job Grade:</b>	8
<b>FLSA Status:</b>	Exempt
<b>Reports To:</b>	Executive Director

**Job summary:** Responsible for the management and maintenance of all information technology within the Library. Leads Library efforts to provide a safe, welcoming, clean and comfortable environment for staff and Library visitors. Under administrative direction, is responsible for strategic organizing, planning and directing of Library information technology and building operations. Exercises direct supervision over assigned staff.

### Essential Job Functions

1. Coordinate all activities relating to the planning, implementation, and ongoing support of the Library's network, automated and telephone systems, and electronic devices.
2. Develop, document and implement network administration policies and processes.
3. Maintain and troubleshoot hardware, software, and network issues.
4. Ensure system integrity, reliability, responsiveness, security and compliance with Library policies.
5. Perform regular inspections of building and grounds including equipment, structures and systems, ensuring all are operating appropriately and safely, and that preventative maintenance is performed as needed to maintain the cleanliness, appearance, and effective operation of the physical facilities.
6. Perform preventative maintenance as well as basic repairs such as mechanical, electrical, plumbing and carpentry; respond to and address building and IT operations requests from other departments.
7. Review, evaluate, negotiate and monitor all building and IT-related contracts; monitor work activities performed through outside contracts to ensure work is performed as specified.
8. Hire, train, supervise, coach and evaluate the work of assigned staff.
9. Identify and implement opportunities to increase sustainability and efficiency and control costs in IT and building systems, operations, processes and procedures.
10. Determine, prioritize, and execute projects that support the Capital Plan and Strategic Plan.
11. Develop and maintain checklists and schedules for IT and building operations and maintenance and ensure documentation is kept for all work performed.
12. Ensure Library operations comply with all applicable fire, building, maintenance codes and regulations and health and safety standards.
13. Respond to emergencies and serve as the first respondent to police, fire, and security system calls.
14. Any other actions required by management.

### Knowledge, Skills, and Abilities

- Knowledge of the operation and management of computer workstations and peripherals, local area networks and network attached storage, wireless systems, email standards, and hardware and software including but not limited to:
  - Microsoft Windows 10 and Mac OS Mojave
  - Exchange 2016 server and Active Directory
  - Cisco Meraki wireless access points
  - DeepFreeze
  - Symantec System Recovery
  - Mitel phone system
- Ability to learn Library-specific software and equipment, and maintain and troubleshoot same; examples include MyPC, Papercut, LibraryConnect, StaffConnect, SirsiDynix Workflows



- Ability to learn current building codes, practices, procedures, equipment, and supplies used in the building maintenance trade
- Knowledge of electrical, HVAC, carpentry, plumbing, painting, and fire alarms and other life safety systems principles and techniques for commercial buildings
- Ability to troubleshoot and maintain building equipment and systems
- Ability to perform basic maintenance, repairs and replacements
- Excellent written and verbal skills are required with the ability to manage multiple projects simultaneously, prioritize effectively, adapt flexibly to changing priorities, and meet deadlines with a high-speed environment
- Knowledge of principles and practices of supervision and training
- Ability to work nights and weekends as needed

### **Education and Qualifications**

- Experience managing, troubleshooting and maintaining information technology infrastructure and equipment.
- Experience in full or part-time facility operations and building maintenance preferred.
- Associate's degree or higher in relevant field of study such as computer science, networking or programming preferred.
- Supervisory experience preferred.

### **Physical Requirements**

- Ability to see, stand, walk, climb, crawl, sit, bend, stoop, kneel, crouch, balance, and climb stairs and ladders
- Ability to talk and hear; use hands to operate objects, tools, and controls; and reach with hands and arms
- Ability to reach, lift and carry materials up to 75 pounds, and to push loads weighing up to 150 pounds