Summary

Reporting to the Library Director, the IT Coordinator manages network services, provides technology support and management. They must be able to establish and maintain effective working relationships with library staff, other City employees, and the general public. The principal duties are carried out in a public library. The library's IT Coordinator works independently and makes sound decisions based upon job-related knowledge.

Essential Duties and Responsibilities

- Develops the library technology plan in concert with administration
    - Proposes new projects and acquisitions
- Prepares the annual technology budget in concert with administration
- Manages library website, and respective tools, room booking, events, scheduling, etc.
    - Works collaboratively with the web team
- Assists patrons and staff in the use of advanced audio (AV tower), video, and security systems, and HVAC monitoring including telephony, and computer/gaming hookups, etc**.**
- Assists patrons with downloadable library materials such as audio and eBooks. Serves as a trainer for public technology classes using PCs, iMacs, iPads, E-readers, and other emergent technology
- Develops technology competencies for library staff, creating staff training and troubleshooting manuals and holding staff training sessions as needed
- Consults with library staff, the Jefferson County Library Cooperative's IT Department, and other professionals in computer support to ensure proper functioning and integration of services, streamlines operations, develops technology policies and procedures, and resolves problems
- Implements and administers software applications to include, but not limited to operating systems, backup systems, virus protection, email, security, office applications, library automation systems, print management software and Internet software tools
- Manages authentication and access for Trussville online resources via proxy, ILS or other
- Maintains and troubleshoots the library's technology inventory and service agreements including but not limited to hardware, software and supplies
- Supervises the planning and management of the library's internal communications via Office 365 and websites, blogs, social media, and other technology
    - Provides support to staff for Microsoft Office
- Serves at public service desks as needed
- Develops skills as needed to meet the growth and needs of the library
- Other duties as assigned

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES

Skill to perform the full range of computer functions necessary to the library's as well as the Jefferson County Library Cooperative's systems and the willingness to enhance skills to meet the developing needs of the library. Skill to verbally communicate with a variety of people and explain technical information in understandable terms. Must be able to follow directions, be organized, work under high stress situations and meet deadlines.

Knowledge of and experience with computer systems, operations, repair and software including: Windows OS, MAC OS, Windows Server, Mac Server, Active Directory and Group Policy, MS Office, all versions of Windows, Apple computer setup and configuration, printers, networking, etc. Experience maintaining servers, routers, network switches and other hardware needed to maintain connections. Experience with creating and maintaining complex data driven websites. Experience with Comprise, printing, PC management, and payment systems, as well as Innovative Sierra software is desired. Knowledge of social media use for libraries is desired. Skill to reason and logically analyze hardware/software system problems and knowledge to repair all but the most extensive computer and network problems.

PHYSICAL REQUIREMENTS

Able to maneuver heavy and sometimes bulky pieces of equipment. Ability to stand for the majority of a work shift, visual ability to read computer screen and perform various detailed tasks, ability to stoop, bend, twist, and turn to move materials from place to place within the library.

SPECIAL REQUIREMENTS

Willing to be on call and available for special programming and events as needed. Must be willing to undergo a drug test and criminal background check**.**

EDUCATION AND EXPERIENCE

Four or more years of experience employed as librarian and/or IT specialist required, with a preference in working with library information systems. Bachelor's degree required; MLIS or equivalent a plus. Vendor specific – application, desktop, server and networking certifications recommended.

WORK SCHEDULE

All positions may include morning, afternoon, evening and weekends, including Sundays. Employees may be required to adapt to future schedule changes depending on library needs.

HOURS AND SALARY

40 hours a week, FSLA exempt, highly competitive salary based on experience and capabilities. Great benefits: Retirement System of Alabama, BCBSAL, eleven paid holidays, 8 hours vacation and sick day accrued monthly.

Apply for this job: http://www.trussvillelibrary.com/about/job-opportunities/