



## **Information Systems Specialist III**

Southern Maryland Regional Library Association, Inc. is seeking an individual to join our team to administrate, maintain, and update organization information technology infrastructure in order to ensure system stability and reliability. Provide customers and organization staff with assistance in using relevant systems and software to ensure effective delivery of service. Provide recommendations and support to organization leadership regarding information technology needs and services. Perform and supervise all aspects of the Information Systems team's work. Act as a project manager for a variety of internal (SMRLA focused) and external (customer focused) focused projects.

To be successful in this role you will need the ability to work independently, work with a flexible schedule to accommodate systems coverage, have strong supervisory and customer service skills, ability to lead and manage projects, and strong communication skills.

### **Responsibilities**

- Plans, leads, coordinates, communicates, integrates, evaluates, and is accountable for the overall success of the information technology program, ensuring alignment with critical strategic objectives and agency priorities.
- Ensures the work efforts achieve the outcome specified within the business and information technology strategies, including appropriate strategic, life-cycle management, and capital IT investment plans.
- Work includes project selection, prioritization, evaluation and monitoring, cost schedule management, risk management, quality management and resource allocations.
- Program(s) to include acquisition planning, preparing Statements of Work, and requests for proposals and information.
- Responsible for cost estimating, planning and programming, budgeting, program integration, developing lifecycle documentation, and overseeing of assigned projects associated with the program.
- Orchestrates source selection efforts and approves deliverables. Evaluates contractor/vendor performance in research, testing and analysis, design and development, quality improvement, risk management, sustainment, and life-cycle management activities as they relate to SMRLA's IT program(s) and the project(s) led by the incumbent.
- Identifies customers' information systems requirements; analyzes information systems; and manages analytical studies and cost-benefit analyses. Monitors compliance with laws, regulations, policies, standards, and procedures. Reviews options to contracts for IT services, equipment, or other items. Manages the integration of information

systems subsystems; develops information systems testing strategies, plans, or scenarios; and identifies standards and/or requirements for infrastructure configuration.

- Keeps informed on current developments and on new applications of information technology (hardware and software) emerging technologies and their applications to business processes, and applications and implementation of information systems to meet organizational requirements. Participates in professional development activities to meet this objective.
- Provides customers and staff with Help Desk Support, repair and troubleshooting for a variety of applications, systems, and networks in order to ensure continuous delivery of service.
- Provides direction, support, evaluation and supervision to all Information Services team members.
- Customer Service Support, Administering Windows Servers, Microsoft 365, Windows desktop environments, HTML, VMware, Storage Area Networks, Cable Management, and Networking at the TCP/IP level. Knowledge of business/data analytics tools.

## Requirements

Experience:

- At least 5 years supervisory or managerial experience
- At least 5 years IT project management experience

Education:

- Bachelor's Degree in Information Technology or a Master's Degree in Library Science or Information Technology
- PMP, Agile, CompTIA, and Cloud certifications preferred

## Salary Range

Grade 9 salary range \$75,511.13 - \$120,817.32. Excellent Benefits

## Application Procedures

All applicants must complete an application, which can be found on our website <https://smrla.org/jobs>

Failure to submit a completed application and resume will result in your application being considered incomplete. Incomplete applications will not be forwarded to the selection committee for review.

**Position open until filled.**