

Southern Maryland Regional Library Association Inc.

Job title:	Information Systems Specialist III
Supervisory Role:	Supervisor
Location:	Charlotte Hall, Maryland
Terms:	Perm
Salary/rate:	Grade 09
FLSA:	Exempt

About us: The Southern Maryland Regional Library Association, Inc. (SMRLA) is a regional resource center for the public libraries in Calvert, Charles and St. Mary's counties. It was formed in 1959 to provide additional services to the citizens of rural Maryland through their local county libraries. It is part of a state-wide resource network of three regional centers, working in collaboration with the State Library Resource Center, to provide efficient, economical and coordinated library services that the county libraries cannot adequately provide themselves.

The Association's mission is:

The citizens of Calvert, Charles, and St. Mary's Counties will have equal access to information through the efficient, economic, and effective sharing of resources among public libraries and all types of information agencies

About the role: Administrates, maintains, and updates organization information technology infrastructure in order to ensure system stability and reliability. Provides customers and organization staff with assistance in using relevant systems and software to ensure effective delivery of service. Provides recommendations and support to organization leadership regarding information technology needs and services. Performs and supervises all aspects of the Information Systems team's work. Acts as a project manager for a variety of internal (SMRLA focused) and external (customer focused) focused projects.

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.

Candidate 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