

Job title:	Information Technology Manager
Terms:	Exempt
Salary/rate:	Grade 10
Reports To:	Chief Executive Officer
Supervisory Responsibility:	Supervises three staff members

About Us

Southern Maryland Regional Library Association, Inc. 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 county libraries cannot adequately provide themselves.

Our Mission

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.

Job Summary

To be successful in this role, you must be a multi-faceted information technology professional. You must be able to manage, train and lead the staff responsible for information technology. This is a hands-on role that will require you to step into any of the roles you supervise to assist with day-to-day operations as needed. Management of people and projects is an essential role in this position. Must be able to demonstrate excellent customer service skills in performing all aspects of this role. Performs assigned liaison services between the regional library and tri-county public libraries and agencies. Participates in planning and implementing regional library funded IT services for tri-county public libraries. This person serves as an expert resource and liaison to member libraries regarding regional library IT services as needed. Serves as an IT consultant to member libraries as needed.

Responsibilities

Leadership and Strategic Planning

- Manages and coordinates the activities and operations of the IT Team.
- Supervises IT Team.
 - Supervises, monitors, evaluates and coaches staff
 - Plans and schedules work
 - Instructs and guides staff in the objectives, policies, and procedures of SMRLA
 - Trains or provides for staff training as necessary
- Establishes communication plans with the IT team and sets work priorities for the IT team
- Holds regular meetings with the IT team
- Develops and manages budget for assigned areas.

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- Monitors expenditures and recommends budget spending adjustments as necessary
 - Submits budget request to CEO.
 - Negotiates with vendors and maintains vendor relationships
- Maintains a positive work environment.
- Participates as part of SMRLA, Inc.'s management team with the ability to respond to on call requests and act as SMRLA's supervisor in charge in the absence of the CEO and / or other administrative team members.
- Assist in recruiting new staff members, strategic planning, and other region wide management activities to ensure continuity of service and optimal operations.
- Advise SMRLA's CEO on policies and best practices for IT and participate in the development of policies and procedures

System Administration and Technical Support

- Monitors and maintains performance of IT systems, including identifying and planning for the satisfaction of customer needs.
 - Develops strategies for providing service
 - Assists in planning and implementing current and future IT services and systems
 - Oversees SMRLA Inc.'s office IT systems, including e-mail, servers, and PC's
- Develops and coordinates help desk service to provide support for customer use of systems by providing technical support and issue resolution, ensuring minimal disruption to IT services.
- Develops and oversees SMRLA, Inc.'s website.
- Oversees installation of systems hardware and software; maintains systems files and documentation.
- Manage user roles, permissions, access control, and security of IT systems in alignment with security policies and organizational standards.
- Coordinate and implement new features, upgrades, and platform enhancements.

Project Management and Collaboration

- Manages IT projects
- Assists with investigating and identifying the best use of information resources and new technologies to meet SMRLA, Inc.'s needs.
- Contributes professional and technical expertise to SMRLA, Inc. through membership on committees, task forces, etc. as approved by supervisor.
- Updates skills by regularly participating in training and other learning opportunities
- Serves as a consultant to member libraries on IT services, IT projects, and purchases, as needed.
- Oversee Cybersecurity objectives of SMRLA and advise member libraries as needed
- Identifies and implements process efficiencies using technology
- Conducts environmental scans to identify trends in information technology
- Represents SMRLA at various regional and State meetings.
- Performs other related duties as assigned.

Candidate Requirements

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- Minimum of three years managing IT services and projects required
- Minimum of five years of management experience required, preferably a manager who has managed employees in a diverse environment.
- Experience with MS365 administration required.
- Proven experience in managing cybersecurity, including threat assessment, risk mitigation, and incident response required
- Experience working with an Integrated Library System(ILS) at an administrative level required, preferably the Polaris ILS.
- Master's Degree in Library Science, or Master's Degree in IT, or a related field, preferred

Knowledge, Skills & Abilities

- Knowledge of planning and evaluation of IT services.
- Knowledge of basic human resources practices
- Knowledge of IT services at the administrator level to include server, network and software administration and maintenance
- Knowledge of MS 365 Administration
- Knowledge of integrated library system (ILS) administration
- Excellent knowledge of customer service
- Strong understanding of cybersecurity principles and best practices
- Strong understanding and experience in managing budgets
- Excellent skills in leadership and effective management including supervising and leading teams and projects
- Skills in managing difficult situations.
- Skills in organization, prioritizing workflow, and delegation of work.
- Excellent Interpersonal and communication skills.
- Skills in problem solving and change management.
- Skills in conflict resolution and teamwork
- Skills in current generation IT hardware and software management
- Ability to supervise, coach, train and lead staff.
- Ability to plan, lead, and manage IT projects.
- Ability to communicate complex technical information clearly to non-technical audiences
- Proven ability to manage vendor relationships and negotiate contracts
- Ability to step into hands on IT role as needed to assist IT staff with workload and fill in as needed.
- Ability to learn library specific, and custom software
- Ability to plan, organize, and complete work to reach goals with minimal supervision.
- Ability to multitask and provide clear directions to staff.
- Ability to identify staff skills and apply them towards organizational goals.
- Ability to provide budget recommendations and manage the IT budget.
- Ability to create and maintain trust through leadership skills.
- Ability to maintain confidentiality
- Ability to communicate clearly and effectively
- Ability to provide excellent customer service to staff and customers

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- Ability to manage & maintain relationships with peers, direct reports, customers, vendors, and CEO
- Ability to handle stressful situations calmly and professionally
- Ability to learn and adapt to changing IT environments
- Ability to engage in systems thinking
- Ability to engage in continuous learning and training opportunities to further develop skills