

Warren County Public Library

Job Description

Position Title: IT Manager

Department: Technology

Reports To: Executive Director

FLSA Status: Exempt

Employment Type: Full-Time

Starting Compensation: Salary range of \$50k-\$55k

Position Summary

The full-time IT Manager supports and maintains staff and public computer workstations, printers, phones, and affiliated equipment. Provide first level troubleshooting of the Library's servers and computer network, including the Library's Integrated Library System (ILS). Support server applications such as the Library's content management systems, email, and public computer time management/print management software. Provide for defense and recovery from malicious software on both the staff computers and the servers including back up (both online and offline) for all server data. Maintain the Library's participation in the federal e-rate program, completing all paperwork in a timely fashion. Support the integration of new technologies into library operations, assisting with identification, implementation, and staff education. Perform related duties as assigned.

Essential Duties and Responsibilities

- Support and maintain staff and public computer workstations, printers, phones, and affiliated technology equipment.
- Provide first-level troubleshooting and support for the Library's servers, network infrastructure, and Integrated Library System (ILS).
- Maintain and support server-based and cloud applications, including content management systems, email platforms, and public computer/print management software.
- Monitor and maintain cybersecurity protections, including defense against malicious software and viruses.
- Act as the data security officer for the Library
- Manage online and offline backup systems to ensure recovery and protection of Library data.
- Administer and maintain the Library's participation in the federal E-Rate program, including completion and submission of required documentation in a timely manner.
- Assist with identifying, implementing, and integrating new technologies into Library operations and services.
- Provide technology training and support to Library staff - including, but not limited to providing cybersecurity training as needed.
- Troubleshoot hardware, software, and connectivity issues for staff and public users.

- Maintain accurate records related to IT systems, software licensing, warranties, and technology inventory.
 - Stay informed on current technology trends, best practices, and cybersecurity standards relevant to libraries and public service organizations.
 - Perform other related duties as assigned.
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Knowledge, Skills, and Abilities

- Knowledge of computer hardware, operating systems, networking, and server environments.
 - Familiarity with cybersecurity practices, backup systems, and malware protection.
 - Ability to troubleshoot technical issues effectively and efficiently.
 - Ability to communicate technical information clearly to non-technical users.
 - Strong organizational skills and attention to detail.
 - Ability to manage multiple priorities and projects simultaneously.
 - Working knowledge of public library technology systems and software preferred.
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Qualifications

- Associate's or Bachelor's degree in Information Technology, Computer Science, or a related field preferred.
 - Relevant experience in information technology support, systems administration, or network management required.
 - Experience with public computer management systems, servers, and network troubleshooting preferred.
 - Equivalent combination of education and experience may be considered.
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Working Conditions

- Work is primarily performed in an office and public service environment.
 - Position may require lifting and moving computer equipment.
 - Occasional evening or weekend work may be required for system maintenance or emergencies.
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Benefits

- Health, Dental, and Vision Insurance
- Life Insurance
- Retirement plan (pension and deferred compensation)
- Paid Holidays
- Paid Time Off
- Extended Illness Bank

- 4-Weeks Paid Family Leave
- Childcare Assistance
- Fitness Membership Discount
- Educational Assistance

The above statements are intended to describe the general nature and level of work being performed by people assigned this classification. They are not to be construed as an exhaustive list of all job duties performed by personnel so classified.