

## CITY OF GLENDALE

<b>TITLE:</b>	<b>Library Technology Coordinator</b>	<b>CLASS CODE:</b>	<b>412</b>
<b>REPORTS TO:</b>	<b>Library Technology Supervisor or Library Manager</b>	<b>GRADE:</b>	<b>26</b>
<b>DEPARTMENT:</b>	<b>Library</b>	<b>FLSA:</b>	<b>E</b>
<b>JOB DESCRIPTION DATE: August 25, 2008 cm</b>			

### **JOB SUMMARY**

Under general supervision, responsible for library-wide technology activities, operations and duties in support of Library Information Technology, Integrated Library Systems (ILS), or Web Services. Provides leadership for the administration, planning and assessment of the automated systems in the library and ensures the rapid and effective delivery of automated services to meet the needs of library users and staff.

### **ESSENTIAL FUNCTIONS**

NOTE: Specific functions, required knowledge, skills & abilities may vary depending on assignment.

1. Provides “day-to-day” administration and maintenance of assigned areas of the library’s complex and unique application systems, hardware and software, including operation and management, vendor relations, planning and implementation, and resolution of complex technical problems involving applications, data and systems software and technologies which support customer service and/or staff activities directly.
2. Designs, develops, maintains and updates library applications. Performs system administration functions including monitoring or adding applications, users and devices, modifying user profiles, assigning and resetting passwords and file maintenance.
3. Works with City’s Information Technology department on the network communications planning for the Library network and provides assistance and support for the maintenance of networking equipment, such as routers, switches, servers and networking cards in computers and printers. Manages servers and network connections for and among the library facilities and all public access computers for staff and patrons.
4. Maintains the integrity and security of the library’s integrated library system.
5. Performs the full scope of website support; designs, maintains and documents the development of web pages; ensures easy access to information by members of the public and staff.
6. Provides technical assistance, support and training to Library staff and patrons; prepares and maintains current documentation for use in troubleshooting library technology.
7. Performs project management for hardware and/or software installations, upgrades and changes to configuration, including writing project plans, coordinating technology staff and communication with library staff. Plans and oversees projects, identifies deliverables and resources; establishes and monitors schedules, budget, and timelines.
8. Works with users, consultants, technical teams and vendors to design, develop, implement and maintain Library applications utilizing established City, Library and industry standards and practices. Coordinates with third-party vendors of library specific software packages for maintenance, upgrades, customization and troubleshooting.
9. Leads assigned staff and user teams by coordinating, assigning and monitoring work.
10. Researches, reviews, tests and evaluates current software and hardware products as well as new software applications and upgrades of existing applications to ensure the library stays current with present and future technology trends.

## **SECONDARY FUNCTIONS**

11. Performs other related duties as assigned.

## **KNOWLEDGE, SKILLS, ABILITIES**

### **Knowledge of:**

Current developments, trends, practices and philosophy in library services, systems, applications and information technology  
Management theory and supervisory techniques  
Networks, PC security, server management, operating systems and applications  
Website management, technology, protocols and practices, user interface design and HTML; online reference resources  
Operation and maintenance requirements of computers and peripheral equipment related to library services  
Report preparation, including statistical analysis and presentation of data  
Principles, practices, methods, and techniques associated with the support and management of library automation system, hardware and software

### **Skill in:**

Analyzing and resolving technology issues and troubleshooting computer software problems  
Designing visually engaging web pages  
Managing technology related projects

### **Ability to:**

Effectively analyze program services, identify and write objectives, and determine implementation methods and resources  
Effectively operate and maintain library computerized information systems  
Establish and maintain effective working relationships  
Define problems, collect data, establish facts and draw valid conclusions  
Learn computer software packages and adapt them for specific user applications  
Represent the libraries' interests effectively and efficiently with vendors  
Work independently and/or as a member of a team  
Learn and apply new technology related to website administration  
Develop training materials, on-line tutorials, and/or oral presentations for staff training related to the Internet, automation systems, computers, software applications and usage  
Communicate effectively both verbally and in writing  
Prepare clear, concise, accurate reports  
Read and interpret technical journals, financial reports, and operating and procedures manuals  
Concurrently manage multiple projects, administer systems, troubleshoot computing problems, plan and manage change in the library's computing environment and act as liaison with other information technology professionals

## **WORKING CONDITIONS**

Office setting

## **MINIMUM QUALIFICATIONS**

Bachelor's degree in Information Systems, Computer Science, Library Science or related field and two years of progressively responsible experience with library automation systems, web development, other major database systems or utilizing technology in the Library field.

Any equivalent combination of training and experience that provides the required knowledge, skills, and abilities, is qualifying.