

**Sonoma County Library
Announces an Employment Opportunity**

**INFORMATION TECHNOLOGY MANAGER
ROHNERT PARK HEADQUARTERS
40 HOURS PER WEEK – FULL TIME**

We are seeking a customer service driven IT Manager to be responsible and accountable for the smooth running of our computer systems for our 14 locations within the limits of requirements, specifications, costs and timelines. **Please complete the required supplemental questionnaire as part of the application process. Applicants who do not respond to the supplemental questions will be eliminated from further consideration.**

THE POSITION:

Please see the attached job specifications for full details about this position.

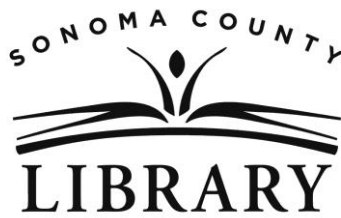
The Information Technology Manager plans, organizes, manages, and provides direction and oversight for all functions related to the Library's computer network and telecommunications software and hardware infrastructure, including operating systems, enterprise applications, integrated library system (ILS), servers, etc.

TYPICAL TASKS include, but are not limited to:

- Manages the Information Technology Department; establishes, within Library policy, appropriate budget, service, and staffing levels.
- Develops the Library's Information Technology plan and associated projects and budgets; monitors assigned budgets and manages expenditures.
- Oversees all functions of the integrated library system (ILS) including acquisitions, cataloging, circulation, serials, and the public interface component; administers and maintains the relational database and software modules supporting the Library's ILS (Horizon).
- Selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.

Knowledge of:

- Current computer and telecommunications system features and their integration capabilities.
- Techniques for providing a high level of customer service to the public, volunteers, vendors, contractors, and Library staff, in person and over the telephone.
- Management principles and practices, including goal setting, program development, implementation, evaluation, and project management.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.



Ability to:

- Recommend and implement goals, objectives, and practices for providing effective and efficient information technology services.
- Actively participate in management team activities, contributing to deliberations, adding value to discussions as appropriate, offering support and assistance where needed, and keeping members informed of the status of projects and relevant issues.
- Manage and monitor complex projects, on-time and within budget.
- Plan, organize, schedule, assign, review, and evaluate the work of staff; train staff in work procedures.

MINIMUM QUALIFICATIONS:

Education and Experience: Equivalent to graduation from an accredited four-year college or university with major coursework in computer science, information technology management, or a related field, and four (4) years of increasingly responsible administrative or management experience in the development and administration of computer systems, telecommunication systems, and local and wide area networks, including two (2) years of supervisory experience.

Licenses and Certifications:

Must possess and maintain a valid California Class C Driver License.

SALARY RANGE: IT Manager - \$110,531.20 to \$138,049.60/annually

CLOSING DATE: Open until filled- First Review on Tuesday, November 24, 2020

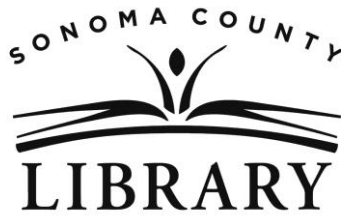
Interviews tentatively scheduled for week of 12/7/20 or 12/14/20

APPLICATION PROCESS: Please go to <https://www.calopps.org/sonoma-county-library> to apply. Applications must be complete and submitted by the final filing date in order to be considered. **Resumes will not substitute for a completed application.**

The application process may contain one or more of the following steps: a supplemental application, written test(s), skills assessment(s), and/or oral examination(s).

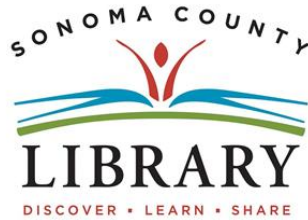
RECRUITING PROTOCOL IN RESPONSE TO CORONAVIRUS COVID-19:

Pursuant to California Governor Newsom's Executive Order N-29-20 issued on March 17, 2020, and all applicable COVID 19 Shelter in Place Orders issued by the Sonoma County Health Officer, the recruiting process including interviews, testing, etc. will be held via teleconference or online, if possible, unless changes occur in the state and/or county health order.



REQUEST FOR ACCOMMODATION: Sonoma County Library will make reasonable accommodations in the recruitment process to accommodate applicants with disabilities. If you are invited to participate in an examination or interview and have a disability for which you require an accommodation, please contact the Human Resources Department at (707) 545-0831 extension 1591 or dkatzung@sonomalibrary.org as soon as possible to make arrangements for your accommodation. Requesting accommodations at least 3 working/business days before the scheduled event will help to ensure availability. For further information regarding disability accommodations provided by the Library and related matters, see the Library's website at <https://sonomalibrary.org/accessibility>.

Sonoma County Library values diversity, empowerment, community, unity, kindness, connection, and equity. We are committed to diversity and inclusion in the recruiting and hiring of staff.



**SEPTEMBER 2015
FLSA: EXEMPT**

INFORMATION TECHNOLOGY MANAGER

DEFINITION

Under general direction, provides excellent customer service, plans, organizes, manages, and provides direction and oversight for all functions related to the Library's computer network and telecommunications software and hardware infrastructure, including operating systems, enterprise applications, integrated library system (ILS), servers, desktop computers and applications, local and wide area networks, printers, telecommunications systems, and the Library's website; provides complex professional assistance to Library management staff and the Library Commission in areas of expertise; and performs other duties as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Library Director or a member of the senior management staff. Exercises direct and/or general supervision over and provides training to assigned professional, paraprofessional, technical, and support staff.

CLASS CHARACTERISTICS

This is a management classification that manages, directs, and participates in all activities related to the Library's computer, integrated library system (ILS), and telecommunications infrastructure; oversees, coordinates, and reviews the work of staff performing complex professional, technical, and office support related to all programs and activities of the Information Technology section; develops and administers current and long-range planning activities; manages the effective use of the Library's information technology and telecommunications resources to improve organizational productivity and customer service; oversees and participates in the administration and maintenance of the Library's ILS (Horizon); and provides highly complex and responsible support to the Library Director in areas of expertise. Responsibilities are defined by overall objectives and involve a high level of complexity and specialized information. This class is differentiated from the Library Director in that the latter has oversight of all Sonoma County Library divisions, sections, programs, activities, and services.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the Library's information technology activities.
- Manages the Information Technology Department; establishes, within Library policy, appropriate budget, service, and staffing levels.
- Develops the Library's Information Technology plan and associated projects and budgets; monitors assigned budgets and manages expenditures.

- Oversees all functions of the integrated library system (ILS) including acquisitions, cataloging, circulation, serials, and the public interface component; administers and maintains the relational database and software modules supporting the Library's ILS (Horizon).
- Selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
- Plans, manages, and oversees the daily functions, operations, and activities of the Information Technology Department, including installation, operation, and maintenance of software and hardware, user support, development of user requirements, technology needs analysis, project management, and the administration and operation of computer and other information technology equipment and telecommunications systems.
- Develops and standardizes procedures and methods to improve the efficiency and effectiveness of information technology programs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; prioritizes and allocates available resources; identifies opportunities for improvement and makes recommendations to the Library Director.
- Manages and coordinates the work plan for the Information Technology section; meets with staff to identify and resolve problems; assigns work activities, projects, and programs; monitors work flow; reviews and evaluates work products, methods, and procedures.
- Procures information technology equipment and supplies; prepares and evaluates RFPs; evaluates products and vendors; negotiates contracts.
- Develops and reviews staff reports related to information technology activities and services; presents reports to the Library Commission and other committees and boards.
- Provides highly complex staff assistance to the Library Director; prepares and presents staff reports and other necessary correspondence.
- Conducts a variety of organizational and operational studies; recommends modifications to information technology programs, policies, and procedures, as appropriate.
- Implements adopted information technology and telecommunications plans, policies, and standards.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of information technology; researches emerging products and enhancements and their applicability to Library needs.
- Monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval.
- Receives, investigates, and responds to problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
- Manages and executes special projects, such as technology upgrades.
- Performs all information technology and telecommunications related technical and professional duties and activities, as needed.
- Participates as an active member of the Library management team.
- Communicates orally, in writing, or through graphic representations and statistical summaries with colleagues, managers, employees, the public, organized employee groups, and representatives of various organizations.
- Performs other duties as assigned.

COMPETENCIES

Knowledge of:

- Current computer and telecommunications system features and their integration capabilities.

- Techniques for providing a high level of customer service to the public, volunteers, vendors, contractors, and Library staff, in person and over the telephone.
- Management principles and practices, including goal setting, program development, implementation, evaluation, and project management.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Principles and practices of budget administration.
- Systems design and development techniques, including requirements analysis, feasibility studies, software design, programming, beta testing, installation, evaluation, and operational management.
- Applicable federal, state, and local laws, codes, and regulations related to the operation of the assigned division.
- Principles and practices of contract administration and evaluation.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned division.
- General principles of risk management related to the functions of the assigned area.
- Recent and on-going developments, current literature, and sources of information related to the operations of information technology and telecommunications.
- Record keeping principles and procedures.
- Modern office practices, methods and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the Library in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.

Ability to:

- Recommend and implement goals, objectives, and practices for providing effective and efficient information technology services.
- Actively participate in management team activities, contributing to deliberations, adding value to discussions as appropriate, offering support and assistance where needed, and keeping members informed of the status of projects and relevant issues.
- Manage and monitor complex projects, on-time and within budget.
- Plan, organize, schedule, assign, review, and evaluate the work of staff; train staff in work procedures.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Interpret, explain, and ensure compliance with Library policies and procedures, complex laws, codes, regulations, and ordinances.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Effectively represent the division and the Library in meetings with governmental agencies, community groups and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.

- Operate modern office equipment, including library computer system and equipment, copiers, printers, and software programs; access, retrieve, enter, and update information using a computer workstation.
- Make sound, independent decisions within established policy and procedural guidelines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

QUALIFICATIONS

Education and Experience:

Equivalent to graduation from an accredited four-year college or university with major coursework in computer science, information technology management, or a related field, and four (4) years of increasingly responsible administrative or management experience in the development and administration of computer systems, telecommunication systems, and local and wide area networks, including two (2) years of supervisory experience.

Licenses and Certifications:

Must possess and maintain a valid California Class C Driver License.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office and library setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; hearing and speech to communicate in person, before groups, and over the telephone; the ability to operate a motor vehicle and to visit various branches and meeting sites. This classification primarily works indoors and requires movement between work areas. Finger dexterity is needed to access, enter, and retrieve materials and data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Positions in this classification occasionally lift and carry reports, records, and materials that typically weigh less than twenty-five (25) pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

May be required to work flexible schedules including evenings and weekends.



We're Hiring!

Information Technology Manager

The Sonoma County Library serves approximately 500,000 residents through our library services and programs at our 14 locations. We are a community hub where learning, the arts, technology, and people intersect and thrive. Sonoma County Library values diversity, empowerment, community, unity, kindness, connection, and equity.

Apply at
calopps.org/sonoma-county-library

Open Position

INFORMATION TECHNOLOGY MANAGER - *Rohnert Park, CA*

Manages the direction and oversight for all functions related to the Library's computer network and telecommunications software and hardware infrastructure, including operating systems, enterprise applications, integrated library system (ILS), servers, desktop computers and applications, local and wide area networks, printers, telecommunications systems, and the Library's website.

EXPERIENCE QUALIFICATIONS

- Bachelor's degree in computer science, IT management, or related field 4 years of increasingly responsible administrative or management experience in the development and administration of computer systems, telecommunication systems, and local and wide area networks, including 2 years of supervisory experience.
- Valid California Class C Driver License

