

Plymouth District Library – Job Posting

<http://plymouthlibrary.org>

TITLE:

Head of Information Technology

Full time – 40 hours per week, Exempt

Flexible Schedule Negotiable

Salary \$72,300 - \$80,300, with opportunity for growth to \$104,100

Your work will change the lives of others. The time is right for you to consider becoming an instrumental part of the Plymouth District Library. As Information Technology (IT) Department Head, you will have the opportunity to directly shape the tech services available to the community. The library has made significant investments in its tech staff and capabilities over the last few years and is looking for someone to continue the progress with public IT experience, innovative thought, and a heart for public service.

OUR LIBRARY AND COMMUNITY:

The library's mission is to connect, enrich, and improve lives through information, services, and spaces. Our core values are: access, literacy, community destination, and personalized service.

The Plymouth District Library is located in busy downtown Plymouth, MI, midway between Detroit and Ann Arbor. We serve the Plymouth Community which is comprised of 36,650 residents living in the City of Plymouth and the Charter Township of Plymouth, as well as the patrons of 75 Detroit-area libraries through a reciprocal borrowing agreement facilitated by The Library Network.

The library serves as a significant community hub and maintains strong partnerships with local and regional community groups, governments, schools, businesses, and cultural organizations. Strong community support has resulted in a dedicated perpetual millage, a robust Friends organization, and more than 100 adult volunteers. Almost a 1,000 visitors a day use the library to participate in programs, use our meeting and study rooms, borrow materials, use technology, and connect with others. In addition we serve a growing and robust digital community 24/7.

The library recently completed significant network and technology infrastructure improvements and our growing technology department services the public and library staff. Recent facility upgrades have taken place to improve accessibility and energy efficiency.

The library contributes significantly to the high quality of life available in the Plymouth community. Our sense of community is created by beautiful neighborhoods, spacious parks, robust sport, cultural and arts organizations, and dedicated community service organizations. Our vibrant, walkable downtown is full of unique shops, restaurants, entertainment and recreational options, all surrounding Kellogg Park as the centerpiece and host of year-round events. The library is just steps from all of this in our central downtown location and plays an active role in community events.

The elected Board of Trustees and the Directors of the Friends Board are all committed to meeting the needs of the community, now and into the future. Dedicated customer service ideals drive our 70 staff members at all levels. We know our customers, and work tirelessly to serve their needs, listen to their concerns and make decisions accordingly. These practices are for those who come through the front door and those whom we serve outside of the library either off site or via digital services. We are committed to help the library remain a hub of activity in our community and a leader in the library world.

POSITION SUMMARY AND DUTIES:

The Head of Information Technology is responsible for leading initiatives that will provide dynamic, reliable, and innovative technology for our staff and library users. Under the general direction of the Director, the Head of Information Technology is responsible for the planning, managing, and the security of the Library's network systems, personal computers, website, telephone and voice mail systems. Supports public and staff use of technology with a focus on emerging technologies. Manages, maintains, and provides technical support for all servers and network equipment as systems administrator. Supervises technology staff with support of Information Technology Coordinator. Participates in the development of long-range technology and library planning and budget. Member of the library's leadership team.

Salary and Benefits

- \$72,300.00 - \$80,300.00, with opportunity for growth to \$104,100.00. (Pay grade 13)
- Paid vacation, holiday, and sick time. Employer paid life and disability insurance.
- Medical insurance, dental insurance, 457B deferred contribution plan benefits.
- VEBA (retiree health care) benefit, after 10 years of employment.
- MERS pension plan, with a vesting of 8 years.
- Continuing education opportunities, both regional and national.

REPORTS TO: Library Director

Minimum Qualifications:

- Bachelor's degree in computer science or related field or an equivalent combination of education and experience that encompasses the knowledge and skills typically acquired by this degree.
- Three years supervisory or management experience in a public library or comparable customer service environment.
- Five years of professional IT experience.
- Familiarity with current versions of Microsoft Windows Workstation, Microsoft Windows Server, Microsoft Office, Red Hat/CentOS Linux, Cisco switches, Meraki access points, VMWare, Checkpoint firewall, and other computer related hardware and software.
- Ability to be on call for occasional, unscheduled system problems.
- Active listener with strong oral and written communication skills, including the ability to explain technology concepts in user friendly terms.
- Delivers consistent excellent service to the staff and the public.
- Ability to prioritize duties and tasks, work independently, and assume responsibility.
- Analytical ability and problem solving skills.
- Ability to communicate in writing and verbally.
- Visual acuity necessary to accurately read computer screen displays.
- Hearing ability to answer telephone and patron inquiries.
- Ability to bend, reach and climb under and above desks and furniture. Manual dexterity to work with small parts in tight, difficult to reach locations. Physical ability to lift/carry/push/pull computer equipment up to 50 pounds.

Preferred Skills, Knowledge, and Abilities:

- Microsoft Certified Systems Engineer (MCSE), Red Hat Certified Systems Engineer (RCSE) & Cisco Certified Network Administrator (CCNA) highly desirable.
- Experience with budget development and management.
- Demonstrated ability to research, recommend and development technologies.
- Experience directing duties of outside vendors and contractors.
- Work experience in a public library environment.
- Grant writing and federal funding program experience.
- Master's degree in computer science or business related field.

SEND COVER LETTER AND RESUME TO:

Robyn Lowenstein
Business/Human Resource Manager
humanresources@plymouthlibrary.org
223 S. Main Street
Plymouth, MI 48170

DEADLINE: Friday, May 3, 2019 by 4:00pm

This announcement is only a summary of the position, its duties, job requirements and compensation. Further information is available from the library. The Plymouth District Library does not discriminate in its employment on the basis of race, color, religion, national origin, citizenship, sex, age, height, weight, marital status, veteran status, or disability. We provide reasonable accommodation for qualified individuals with a disability if requested.