

## **General Information:**

Company: North Country Library System      Department: Information Technology  
Title: Information Technology Manager      Reports To: Director

## **Position Summary:**

The North Country Library System (NCLS) seeks a highly innovative and user-oriented individual to join the organization as IT Manager. The IT Manager is responsible for leading initiatives that will provide dynamic, reliable, and innovative technology for NCLS staff and the 65 member libraries we serve, under the general direction of the System Director. The IT Department provides a comprehensive array of services to its member libraries including hardware and software purchasing, network and personal computer support, web site hosting and development, and assistance with E-rate. This position will be responsible for planning, managing and securing all NCLS and member library technology assets including networks, servers, personal computers, web sites and applications.

We strive to provide a working environment that fosters growth, opportunity and job satisfaction. The establishment of such an environment is only possible if we:

- Remember that our Member Libraries are the reason we are here.
- Make an effort to provide courteous responses to their requests.
- Respect the individual dignity of others.
- Communicate in a positive way.
- Maintain a professional attitude.
- Are courteous and flexible.

## **Principal Duties and Required Skills:**

### **Leadership and Management:**

- Lead strategic planning efforts for the IT department by developing objectives consistent with the organizations goals and system standards and analyze the costs, value and risks of information systems in order to make recommendations to system leadership.
- Establish and maintain strong collaborative relationships.
- Demonstrate strong project management skills, from planning to completion.
- Develop and manage a budget and generate requests and reports for state aid and other special funding.
- Oversee IT related vendor relations, negotiations, and contractual agreements to ensure they are properly managed. Manage procurement process and equipment lifecycle for NCLS and member libraries.
- Supervise staff.
- Ability to read, analyze, and interpret general business and professional publications and technical procedures or governmental regulations. Ability to write reports, business correspondence, and procedures manuals. Ability to effectively present information and respond to questions from managers, staff, member library staff and boards of trustees.

- Ability to calculate figures, and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference and volume.

#### **Network and Application Administration:**

- Specify network system requirements and design cost effective solutions.
- Install, configure, and maintain network hardware infrastructure (security appliances, wireless access points, and switches), and a VMware virtualized server environment consisting of Windows and Linux/CentOS machines for optimal performance and security.
- Proficiency with Meraki security appliances and access points, Microsoft Windows desktop, G Suite, Microsoft Office and other computer related hardware and software.

#### **Customer Service:**

- Active listener with strong oral and written communication skills, including the ability to explain technology concepts in user friendly terms.
- Provide technical assistance to member library staff via phone, remote support, or on-site visit. Approx. 20% of time driving between System and member libraries.

#### **Highly Desirable Skills:**

- Experience with SirsiDynix Symphony and related products
- Knowledge of PHP, Javascript, HTML, shell scripting, Windows scripting
- Knowledge of web server administration (Apache/Tomcat)
- Experience with the E-rate program
- Familiarity with cloud platforms and applications such as Microsoft Azure; Backup and Disaster Recovery/Business Continuity
- Experience with cybersecurity best practices, policies, and applications

#### **Required Education and Experience:**

- Bachelor's degree in computer science or related field from a college or university; and six years of related experience in local and wide area network administration, network security, user support and/or training; or the equivalent combination of education and experience.
- At least three years of supervisory or management experience that includes budget management, project management, and demonstrated ability to work collaboratively and build effective partnerships.
- Must maintain a valid driver's license and meet insurance underwriter's requirements.

#### **Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Annual Salary and Benefits:**

Salary is \$75,000-\$80,000 based on experience plus generous benefits package that includes membership in the NYS Employee Retirement Plan; Supplemental Insurance Options.

**About NCLS**

The North Country Library System (NCLS) is one of 23 public library systems in New York State. NCLS is a cooperative system, providing support and consultation to 65 public libraries in Jefferson, Lewis, Oswego, and St. Lawrence counties. The NCLS Board of Trustees has nine members: two representatives from each of the four counties and one from the Central or Co-Central Libraries. NCLS is guided and governed by New York State Education Law, Regulations of the Commissioner of Education, and its bylaws.

**Open until filled, review of applications will begin May 31, 2019. To apply for this position please submit a cover letter, resume and employment application to [businessoffice@ncls.org](mailto:businessoffice@ncls.org)  
Full details at: <https://web.ncls.org/page/job-opportunities>**