

Creation/Revision Date: 6/20/2022

Job Title: Information Technology & Systems Support Manager

Description Type: New Revised

Job Category:

FLSA Status: Exempt

Job Grade: 7

Reporting Relationship:

Reports to (Title): Assistant Director

List of direct reports (by Title): Applicable Not Applicable

Systems Administrator (3)

Systems Engineer (1)

Systems & Support Consultant (1)

Position Summary:

Provides leadership and oversight of SWAN technology infrastructure and library services platform. Manages team responsible for designing and supporting the SWAN technology infrastructure and mission-critical library services platform while providing first-level support to the SWAN membership. As a member of the SWAN management team, coordinates technology and platform enhancements and modifications through collaboration with SWAN functional units, vendors, and the SWAN membership.

Core Job Functions:

- Mentors staff to develop cross-functional expertise and collaboration skills in problem resolution, system improvement and tuning, and workflow efficiencies.
- Leads the SWAN Information Technology and Systems Support team in ongoing operational tasks, prioritizing system stability and end user support, including:
 - Server hardware, provided both on-premise and as IaaS (Infrastructure as a Solution)
 - Global configuration and management of the integrated library system (ILS) server software
 - Desktop, network, and phone support for SWAN staff
 - Single Sign-on through Identify Access and Management to SWAN applications
- Promotes responsiveness and service to member libraries, managing first-line support for member problem reporting and resolution.
- Analyzes and reports on member issues/needs identified through monthly review of support tickets, including identification of gaps in training, documentation, and priority of on-site visits/consultation.
- Coordinates with SWAN product owners in functional areas to ensure technology can support their needs and that staff are able to support end users in use of applications.
- Serves as a member and leader of cross-functional project teams within SWAN, our members, and technology partners.
- Assists in coordination and support of member library IT initiatives. Serves as resource to membership in assisting with integration of technology, information, and services with SWAN library services platform.
- Follows and adopts policies and procedures based on NIST SP 800-171 standards. Standards compliance work is done in collaboration with SWAN Administration and core members of Information Technology and Systems Support team.
 - Performs annual review of Risk Register
 - Maintains Plan of Action and Milestones (POAM) for security initiatives
 - Develops and maintains Disaster Recovery Plan
 - Develops and maintains Incident Response Plan
- Balances customer needs for information, including Personal Identifiable Information (PII) while adhering to organization's policies, and legal requirements.

- Works with Executive team in creation of IT and licensed services budget. Operational management of technology budget including end-client software licensing, operating system licensing, and cloud infrastructure services.
- Consults with software and hardware vendors to research and identify opportunities for technological advancement.
- Keeps abreast of current IT and library trends by reading professional literature and attending CE meetings, conferences, and workshops. Continuously performs environmental scanning in library technology.
- Performs other duties as assigned.

Knowledge, Skills, and Abilities:**Education -**

- Bachelor's degree Computer Science or related field with 5+ years relevant work experience.
- Master's degree in Computer Science, Library Science, or related library/information technology field, preferred.

Knowledge/Experience -

- At least two (2) years of previous supervisory experience.
- Experience providing direct customer support.
- Experience using, supporting, and/or managing an ILS (Integrated Library System) platform.
- Experience with configuration and support of the following:
 - Cloud-based servers and remote administration of system architecture
 - Microsoft O365 or Google Workspace suite
 - Linux distributions (RedHat and Debian Linux preferred)
 - Network infrastructure, including virtual private networks

Working Conditions and Physical Requirements –

- Cross-functional teamwork encouraged, regardless of hierarchical reporting structures. Staff are empowered and encouraged to work across the organization.
- Requires being on-call for evening and weekend trouble calls or system support on a rotating basis.
- Ability and willingness to work varied hours, extended hours, and scheduled on-site visits with library customers.
- Ability to communicate effectively in-person, via phone, videoconferencing and e-mail.
- Primarily sedentary work, but also requires standing, walking, stooping or crouching, kneeling, reaching, pushing, grasping, lifting, feeling, hearing and talking.
- Must have the ability to input data, read computer screens and printed material, type, file, and operate office equipment.
- Physical presence in the office and at member sites will be required for this position, based on departmental scheduling.

Acknowledgement

I acknowledge that I have read the job description and requirements for the **Information Technology and Systems Support Manager** position and confirm that I can perform these core job functions.

Signature

Date