

Technology Manager/Trainer

Supervisor: Access Services Coordinator

Position: FLSA Exempt

Position Summary

The Technology Manager/Trainer is responsible for managing the library's Internet connection, all library computer equipment, software, and network systems and configuration; including installation of applications, configuration and installation of new computer equipment, installation and upgrade of software system-wide, monitoring of network systems and software, and responding to technology troubleshooting requests from library staff and patrons.

Essential Duties & Responsibilities

- Configure and support the library's computer networks ensuring that staff and patrons can perform tasks and to allow the backup of files created by staff.
- Maintain servers; apply service packs, security updates, configure new services and reinstall NOS (Network Operating System) as needed.
- Provides support for various library technology needs such as phone system, copier and fax connections, wireless networks, digital signage, credit card machine.
- Responsible for management of library mobile hotspots
- Makeup and run network cables (CAT5) as necessary to support library needs.
- Maintain statistics including website, internet and intranet wireless usage.
- Keep accurate inventory of the library's technology equipment, providing updates regularly
- Submits application and requests for E-Rate and ECF through SLD.
- Maintain the history site under the direction of the Access Services Coordinator
- Research and evaluate equipment and software; make recommendations as to their purchase and use in alignment with the library's Technology Plan.
- Ensures operation of the library's security cameras including placement of cameras, operation of software and retrieval as necessary at the request of the Director.
- Restore computer operating system (rebuild boxes)
- Setup patron computers (configure for specific use: word processor, internet, genealogy, games etc.) including security.
- Liaison to OPLIN
- Maintain high level of ethics and privacy when handling sensitive data within library systems
- Maintain phone systems including configuration and cabling
- Assist patrons with technology related requests in the absence of a Technology Trainer.
- Demonstrates enthusiasm for library services with a strong focus on helping community members access services, materials, and experiences in the library and off-site.
- Answers reference questions in person or by telephone and helps patrons locate library materials.
- Assists at the circulation desk as needed, keeps current on frontline procedures.
- Maintain job knowledge by staying current with library policies and procedures, work related emails and training documents, staff communications, and public programs and events.
- Work in public service areas as needed
- Perform related duties as required

Qualifications

- Bachelors degree in relevant field or combination of education and experience required
- Two years professional experience in the technology sector required

- Ability to troubleshoot and edit source and configuration files using languages such as XML, HTML etc.
- Experience in use and configuration of network components including routers, servers and associated protocols.
- Ability to communicate effectively
- Familiarity with MS Office and Apple products
- Keyboarding/windows proficiency
- Valid driver's license

Supervisory/Management Responsibilities

Supervises Technology Trainer

Interaction

Frequent interaction with MCDPL staff, frequent public service interactions.

Computer/Technology Skills/Equipment/Software Skills

Common technology used in this position includes but is not limited to MS Windows10/11, Windows Server 2012-2019 (including Hyper-V technology, Domain creation & maintenance), Ubuntu Linux server (both Hyper-V and stand-alone installations), Raspberry Pi, DeepFreeze, MacOS, OpenVPN, OpenFire (IM), Omeka Server, MySQL, networking (ethernet cabling & wireless including basic subnetting knowledge), security and data integrity principles and procedures.

Travel Requirements

Travel by automobile is required for technology maintenance at all library locations.

Frequency of travel: Occasional

Physical Demands

Ability to regularly lift/push/pull up to 50 pounds.

Often required to perform tasks at a desk for extended periods of time.

Manual dexterity and physical ability to perform essential duties requiring continual standing, reaching, bending, walking, climbing ladder and pulling cable.

Work Environment

Majority of the work performed in a general office/library setting.

Requires availability for extended or nontraditional hours as needed to perform job duties, especially technology emergencies which may occur on evenings and weekends.

Requires periodic participation and attendance at related library events and training.

Schedule

Maintenance and Support of Library Technology Systems 90%, Public Service 10%

Disclaimer

The information in this summary indicates the general nature and level of work performed within this role. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this position.