Information Systems Manager
Posting date: 3 August 2020

POSITION INFORMATION
Title: Information Systems Manager
Type: Full-time, year-round, FLSA exempt position
Location: Ketchum, Idaho
Reports to: Jenny Emery Davidson, executive director
Starting Salary: $70,000+ depending on experience
Benefits: 85% of health insurance premium paid by employer, paid time off, retirement plan with 2% match, employer-paid life and AD&D policy, voluntary vision, short-term disability and dental plans.
Relocation assistance may be available for this position.
Special Instructions: Successful applicants must complete a criminal background check.

JOB SUMMARY
The Information Systems Manager builds a dynamic, connected, literate community in central Idaho by maintaining a strong technology infrastructure and encouraging a spirit of innovation for The Community Library. The person in this full-time exempt position reports to the executive director and helps shape the Library’s strategic direction. This manager oversees the Library’s growing portfolio of digital assets, and works with other department heads to leverage technology for a range of uses, from e-book checkouts, to virtual programs, to digital history exhibits. This manager provides hands-on stewardship of the Library’s network, hardware, and software systems, and is responsible for the Library’s cybersecurity. This manager exercises excellent communication and interpersonal skills to provide technical support to staff and patrons, working to create a friendly environment for all people to use and experiment with technology. Special projects in the near term include (1) a migration from Outlook to G Suite (for which this manager will be responsible), and (2) an overhaul of the Library website (for which this manager will be a critical member of a team).

DUTIES AND RESPONSIBILITIES
- Exercise creativity to enhance Library services and promote equity through innovative technology applications. Provide leadership in addressing the digital divide in central Idaho.
- Manage, hands-on, the Library’s technology infrastructure, including servers, network, VLANs, VOIP telephony system, and ongoing hardware and software needs. Manage this infrastructure for multiple locations, including the Library, Gold Mine stores, Museum, and Hemingway House.
- Oversight the Library’s cybersecurity and maintain solid procedures for redundancy and back-up. Identify, investigate, and mitigate security incidents.
- Work closely with department heads to manage a diverse portfolio of digital assets and Library subscription services, such as TLC, OCLC, LUNA, Livestream, TeamViewer, and more.
- Oversee organization-wide software and communications platforms, such as Microsoft Office, G Suite, Adobe, and TeamViewer. In coordination with the operations manager, ensure that each employee has functional network access and technology tools for onsite and remote work.
• Develop and manage an annual budget of approximately $90,000 for information systems, and work closely with other department heads to plan for technology-related budget items.
• Manage technology lifecycles.
• Implement and then manage a system for addressing internal IT needs in a timely fashion.
• Support staff and patrons using interactive technology tools for meetings and presentations.
• Work with the programs and education manager to produce programs on-site and online, managing integrated video broadcast technologies and systems.
• Collaborate with the communications associate and department heads on website strategies.
• Demonstrate excellent communication skills and enthusiasm for customer service in a “help desk” fashion. Maintain a calm and positive demeanor during technical challenges.
• Contribute to a spirit of equity, diversity, and inclusion consistent with the Library’s mission.
• Perform other duties as assigned by the executive director.

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS
Work is performed primarily indoors at the Library while sitting at a desk or computer terminal. It also involves hands-on work with the network and hardware at multiple locations and in a rack technology environment. Physical exertion may be required to lift office supplies and library items. Heavier lifting must involve the assistance of other staff members. This position requires public interaction.

QUALIFICATIONS
• Bachelor’s degree or higher from an accredited college or university.
• At least three years of increasing responsibility as a technology professional, with experience in:
  o Microsoft client operating systems
  o Linux
  o Multi-layer TCP/IP networks
  o Virtualized environments, including VMware
  o Digital certificate management and domain management
  o Ubiquiti networks
  o pfSense firewall management
  o Business conferencing and presentation tools
  o Mac operating systems
  o Script-writing for systems management automation
• Demonstrated experience with and enthusiasm for Library systems and resources.
• Excellent written communication, verbal communication, and interpersonal skills.
• Excellent problem-solving skills and eagerness to experiment with new technology resources.
• Strong project management skills.
• Enthusiasm for the Library’s mission.
• Ability to communicate bilingually in English and Spanish is advantageous.

APPLICATION INSTRUCTIONS
This position is open until filled, with priority given to applications received by August 31, 2020. To apply, please send a cover letter and resume as PDF attachments to bringit@comlib.org. Questions can be directed to the same email address.