

CITY OF REDWOOD CITY

LIBRARY INFORMATION TECHNOLOGY COORDINATOR

DEFINITION

To coordinate the planning, development, implementation, and monitoring of all Library information systems: to assist the Library Director in development and implementation of long and short range planning relative to the library's information system.

DISTINGUISHING CHARACTERISTICS

The Library Information Technology Coordinator is distinguished from the Library Information Technology Technician in that the former is responsible for overall coordination of the Library Department's information systems and acts as a liaison between the Library Department, IT Division, Peninsula Library System, and third party vendors.

SUPERVISION RECEIVED AND EXERCISED

Immediate supervision is provided by a Library Division Manager.

May exercise direct supervision over lower level staff.

EXAMPLES OF ESSENTIAL AND IMPORTANT DUTIES – Duties may include, but are not limited to, the following:

1. Coordinate the planning, development, implementation and monitoring of all library computer systems.
2. Identify library computer systems objectives, determines method and timing of implementation, and organize equipment and activities needed to accomplish objectives.
3. Investigate, trouble shoot and resolve computer hardware and software problems.
4. Monitor and provide support for Internet access.
5. Monitor and provide support for shared public use computers.
6. Provide technical support to network server administrative and maintenance operations.

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7. Provide direction in the design and development of new systems; ensure interaction and integration of new systems with existing systems both in-house and with cooperating inter-jurisdictional programs.
8. Identify opportunities for service delivery improvements; make recommendations suggesting computer system actions, solutions, and changes to the library administration based on changing circumstances and needed adjustments.
9. Develop and coordinate training on the library's information system for staff and the public.
10. Respond to and resolve questions and problems from users.
11. Evaluate and revise software and procedures to promote efficiency.
12. Maintain vendor records and database; maintain an inventory of all work activities, as appropriate.
13. Manage the library's computer replacement program.
14. Manage the Library systems compliance with software and hardware licensing.
15. Attend professional meetings and maintain active membership in local, state, regional and national professional organizations relative to information technology.

OTHER JOB RELATED DUTIES

1. Perform related duties, as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Library programs and services.

Principles, methods, and techniques of computer systems analysis and design.

Technical aspects of various computer operating systems, network equipment and software.

Standard PC applications including database, word processing, spreadsheets, Web browsers, and similar computer software.

Functions and capabilities of one or more library computer systems.

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Internet functioning and architecture.

Local Area Networking principles and practices.

Wide Area Networking principles.

Principles, security, and best practices of shared public use computers.

Principles and practices of supervision, library management and project planning.

Ability to:

Coordinate the planning, development and implementation of all City Library information computer systems.

Identify library computer system objectives, determine method and timing of implementation, organize equipment and activities needed to accomplish objectives.

Reason logically and creatively to define and solve a wide variety of problems, reach practical and logical conclusions and assure that effective changes are implemented.

Investigate, troubleshoot, and resolve computer hardware and software problems.

Assist in the Investigating, troubleshooting, and resolving of LAN and WAN technologies,

Systemically document procedures and processes relating to specialized and routine tasks and write technical documentation in a clear and concise manner.

Develop and coordinate training on the library's information technology system.

Communicate effectively both orally and in writing and maintain cooperative relationships with those contacted in the course of work.

Take initiative in advancing technical expertise to keep up with the constantly changing computer field.

Perform and meet deadlines in a demanding, multi-task environment.

Effectively supervise and train subordinate staff

Experience and Training Guidelines:

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Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of professional experience involving management of information systems.

Education:

Equivalent to a Bachelors degree from an accredited college or university with major course work in computer science, electronics technology, information systems, or a related area.

License or Certificate:

Possession of, or ability to obtain, an appropriate, valid California Driver's License.

Special Requirements:

Essential duties require the following physical abilities and work environment:

Must be able to: work in a modern office environment; sit, stand, walk, kneel, stoop, crouch, climb, crawl and lift; work varying shifts, if required; travel to different sites within the City; and maintain a safe driving record.

Effective Date:

Bargaining Group: