Employment Opportunity

KITSAP REGIONAL KRL LIBRARY

Bainbridge Island • Downtown Bremerton • Kingston • Little Boston • Manchester • Port Orchard • Poulsbo • Silverdale • Sylvan Way

Kitsap Regional Library will give consideration to all qualified applicants for appointment without regard to race, religion, color, national origin, gender, age, marital status, disability, political affiliations, or any other non-merit factor. Special accommodations and/or assistance will be gladly provided for any applicant with sensory or non-sensory impairments, upon request.

Check out our employment web page at: www.krl.org

Position	Information Technology Manager, Sylvan Way Branch
Announcement Number	0804-37 E
Hours	Full-time position. Schedule to be arranged at time of hire. Please note that scheduled work hours are subject to change at any time to meet the needs of the library.
Salary	Range 25 - $3,881.78 to $5,108.15 depending on experience. FLSA status: Exempt Salary will be reviewed six months after the start date, via a classification/compensation audit.
Benefits	Vacation (24 days per year); sick leave (12 days per year); Holidays (12 days per year) full medical, dental, vision and life benefits. Washington State Public Employee Retirement System (required). Employee Assistance Program.
Open to public	Monday, August 30th, 2004
Application instructions	• A completed KRL application, along with the attached "Supplemental Questionnaire" is required in order to be considered for this position. (Position announcements and applications are available at each branch of the Kitsap Regional Library and on our website.) • Applications and questionnaires may be faxed or emailed to the Administration Services Office by the application deadline (see contact information below). Note: If selected for interviewing, the original application/questionnaire must be submitted at the interview. • Applications with required questionnaires not received by 4:00 p.m. on the closing date will not be considered. • Applications and questionnaires will be screened and interviews scheduled for applicants who best match the needs of this position.
Deadline	No later that 4 p.m., Monday, September 20th, 2004.
Position starts	As soon as possible
Reports to	Ellen Newberg, Library Director
Submit KRL application to	ATTN: Patti Allen, HR Specialist Kitsap Regional Library, Administrative Services Division 1301 Sylvan Way Bremerton WA, 98310	Contact information: Phone: (360) 405-9102 Fax: (360) 405-9156 Email: pallen@krl.org

POSITION PURPOSE:

Responsible for the planning, development, maintenance, support, security and supervision of Kitsap Regional Library's computer and telecommunications systems and personnel to assure the effective and efficient provision of system-wide services consistent with the mission, goals and policies of KRL. Ensures that KRL's information technology and communications systems are current, reliable, comprehensive, accessible, secure, cost-effective, and above all, driven by library service needs.

ESSENTIAL FUNCTIONS:

Staff Management:

♦ Selects, develops, motivates, and directs the work of Computer Services Department staff.

♦ Maintains a work environment that will produce a high level of morale, productivity and accountability, and which is consistent with KRL's mission, policies and goals.

♦ Communicates, monitors and demonstrates compliance with KRL policies, and all other applicable operating and administrative procedures, practices and legal requirements.

Planning, Coordination and Leadership:

♦ Provides leadership in planning, evaluating and guiding the library's implementation of future technology, including establishing the criteria and process for the evaluation of current systems and the planned funding and acquisition of new enhancements; coordinates the purchase of such systems, consistent with KRL purchasing policies and best practices.

♦ Develops and maintains effective lines of communication within the department and between all KRL internal and external customers to ensure that KRL's technology and communications needs and issues are successfully addressed in a proactive, effective, efficient and customer-focused manner.

♦ Supports and provides leadership in the identification and (where directed) the provision of system-wide, branch/department-specific, or individual training for KRL staff and patrons, specific to information technology and telecommunications.

♦ Coordinates the operation and maintenance of KRL's integrated library system, voice data communications network activities, and its telecommunications system. Manages the on-going maintenance of the systems' databases and computer operator support. Analyzes and recommends to management team new information technology and communications systems and services.

♦ Coordinates and manages KRL's computer network, including oversight of the on-going maintenance of KRL's integrated library system, databases, servers, computers, security, diagnostic software and peripheral equipment.

♦ Ensures maintenance and support of KRL's e-commerce technology, financial and human resources information systems, the KRL web (internet and intranet), and any other KRL technologies and telecommunications systems.

♦ Prepares, or directs the preparation of, reports, data, manuals and other documentation—as requested—in order to facilitate the effective implementation, monitoring and evaluation of KRL's information technology and communication systems.

Budget/Fiscal Management and Resource Development:

♦ Analyzes, develops, recommends and administers department budgetary requirements (personnel, operating and capital needs); assists, as requested, in evaluating system-wide information technology and communications needs during KRL's budget and Capital Improvement Plan planning process; monitors and assures efficient and economical utilization of all department's resources; manages all vendor and consultant contracts specific to information technology and communications; maintains and monitors technology inventory and makes budgetary recommendations based on such data.

♦ Coordinates the library's e-rate funding. This includes applications, monitoring, and compliance activities with reference to the Universal Service Fund established by the Federal government.

♦ Explores and recommends additional funding and/or resource-development options, for example, through appropriate technology/communications grant applications, participation and development of KRL and community/agency partnerships, and via other innovative cost/resource-sharing methods to enhance KRL's technology and communications capacity. Develops, secures and administers such enhanced funding and service strategies, as directed.

Budget/Fiscal Management and Resource Development, cont'd:

♦ Evaluates, identifies, coordinates and monitors appropriate contracting, outsourcing and consulting options and resources, within fiscal constraints, to ensure agency goals are met in most cost-effective and efficient manner. Develops and manages RFP, RFQ and other procurement protocols including documentation and administration of sealed bid processes, as needed, and consistent with KRL policies and state statutes.

KRL Workgroups and Teams:

Serves as a regular member of KRL's Supervisor Team (system-wide) and other KRL workgroups/committees, as directed.

Public and Community Representation/Communication:

Communicates information, as directed, specific to KRL's information technology and communications systems and initiatives to community groups, individuals, KRL stakeholders, board, patrons and vendors, via verbal (i.e.-public speaking) or written (i.e.-letters to the editor) methodology.

Technical Support/Other Duties as Assigned:

This position may be required to perform hands-on technical support functions, on an "as needed basis", and other duties as assigned.

QUALIFICATIONS AND EXPERIENCE:

- Bachelors Degree in computer science or closely related field with three years public library experience, or a MLS or MLIS Degree from an ALA accredited school of Librarianship and/or Washington State certification as a Librarian;
- Five years of increasingly responsible experience with information systems, computer systems and network management to include servers, personal computers, LANs, WANs; telecommunications, Web-based applications, operating system software, client-server software, and PC-based software; is required;
- Three years management experience that includes project management;
- OR, any equivalent combination of education, training and experience that would assure satisfactory performance of the essential functions.
- Prior technology experience in a library setting is highly desirable.

PHYSICAL ABILITIES:

Requires frequent standing, walking, sitting, talking, hearing, handling, grasping and repetitive motions of hands/wrists. Occasionally requires stooping, reaching, bending, and kneeling. Must be able to lift and carry up to 15 pounds regularly and up to 25 pounds occasionally. All work is performed indoors under office-type conditions. May be required to operate an automobile.

MENTAL REQUIREMENTS:

Frequently requires interpersonal skills as well as skills in teamwork, customer service, public speaking, problem solving, English speaking and reading, and computer software operation.

KNOWLEDGE, SKILLS AND ABILITIES:

♦ Knowledge of and the ability to apply the principles and practices of sound library management, including the elements of planning, organizing, directing, controlling, and evaluating.

♦ Ability to recognize and set priorities, and to use initiative and independent judgment in a wide variety of situations. Creativity, innovation and collaboration are necessary for the problem solving aspects of this position.

♦ Extensive knowledge and experience in the selection, evaluation, management, application, and maintenance of software, hardware, and data processing and telecommunications.

♦ Ability to select, develop, and motivate subordinate staff.

♦ Ability to develop and maintain effective working relationships with KRL staff, the Library Board, library users, library friends, library foundation, community groups, media representatives, vendors, and consultants.

♦ Excellent written and verbal communication skills.

KRL Information Technology Manager
Supplemental Questions

Instructions:

On a separate document, please respond (typed) to the following questions. Attach your responses to your KRL application. Be sure to <u>sign</u> and <u>date</u> the document containing your responses to these questions.

Applications that do not include responses to these questions will not be considered.

1. Why are you applying for this position at this time and how does this position fit in with your career goals?

2. This position not only requires excellent technical knowledge and skills, but also excellent "people skills". Please describe your people skills, and on a scale of 1 – 10 (10 being "outstanding") please assess them and explain your reasoning. Cite examples, as appropriate.

3. Describe your technical and management experience--and assess your own level of knowledge and skill-level (excellent, good, fair, no experience) specific to:

   a. Network & Operating Systems
   b. Software applications
   c. Programming
   d. Telecommunication systems (including VoIP)
   e. Integrated Library Systems
   f. ERP Systems
   g. Web maintenance/support
   h. System security
   i. E-commerce
   j. Technology training and development
   k. Fiber-optics
   l. Procurement, contracts, RFP/RFQ's

4. What would be your goals within the first three months on your job with KRL, and how would you proceed with achieving these goals?

5. Describe your management style and philosophy (this position supervises a team of three Network Systems Administrators). What expectations would you establish of your direct-report staff that you feel are critical to operating a successful team? What do you need in a supervisor AND organization, in order to be successful at your job?

6. What new technologies do you think will be the most significant over the next few years in the IT and telecommunications fields?

7. Describe your greatest accomplishment in the field of IT? How about as an IT Manager? (could be the same).