

## Information Technology Director

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**Salary Range: \$130,095 - \$174,340**

### Summary

Under the general direction of the Executive Director, provide oversight and leadership for the Information Technology functional areas for the 34 locations of the PLS consortium. Directs and manages the IT Department, the Peninsula Library Automated Network (PLAN), including budget development, project management, managing staff; oversees network hardware, software, and infrastructure; cybersecurity; library specific hardware and software needs; policy development; and evaluation and implementation of new IT systems. Works with various vendors, library groups, councils, and regional stakeholders; provides technical support to other contracting/organizational agencies. Demonstrates a strong commitment to customer service and building strong relationships that respect diversity of identity, background, perspective, culture, experience, and ability. Understands the unique needs of the PLS consortium and other library consortia and ensures the integrity of the operations of the shared network.

### Organizational Impact

- Provides excellent technical support and IT services for the member libraries to ensure network and security integrity and provides services that reflect current library technology.
- Develops IT reports on progress, challenges, and technology gaps to senior management and the PLS Administrative Council.
- Support the organizational IT needs, innovation, and technology goals.
- Ensures the IT Department is responsive, effective, and functioning within the limits of budget, time and specifications of the organization.

### Essential Duties and Responsibilities:

- Plan, organize, direct, and evaluate the work of employees through direct and indirect supervision, and lead, inspire, and engage the staff of the IT Department in their professional development and advancement.
- Develop Request for Proposals and evaluation criteria, negotiate contractual agreements, maintain vendor relationships, and perform all other selection functions for technology-related products and maintenance agreements.
- Develops and manages annual IT budget, budget forecasting for IT needs, asset management and equipment replacement schedules.
- Oversees all technology operations, including network and system infrastructure, security, and the library service platform [Sierra by Innovative, part of Clarivate] and the associated library-specific products; evaluates them according to established goals for the individual libraries and the Peninsula Library System; and maintains them to align with uptime service commitments.
- Effectively manage multiple concurrent significant technology initiatives, including project management and progress reporting for all systemwide technology projects and those at individual libraries which require PLAN assistance.
- Provide regular written and oral reports to PLS Administrative Council.
- Monitor and approve vendor invoices, purchase equipment and software, and coordinate timely payment of invoices with accounting staff.
- Develop short and long-term IT priorities and resource requirements for the PLAN department and for the organization.

**Other Duties:**

- Regularly reviews and updates IT security policies, PCI compliance policies, library and patron policies, and internal policies and procedures.
- Ensures that PLAN staff adhere to the Service Level Agreements (SLAs) provided to libraries and that all issues reported through the ServiceDesk are resolved quickly and efficiently. Review SLAs and modify as needed.  
Attends PLS Committee meetings to provide technical expertise, recommend best practices and provide guidance for implementing new policies.
- Collaborates with other IT Departments and consortia.
- Attends library and technical conferences to stay current in the profession.
- Monitors and manages PLS inventory, acquisitions, and disposition of hardware.
- Will be on-call 24x7 during one week of every five, in rotation with other IT staff.

**Education:**

Bachelor's degree in Computer Science or related field. Master's degree in Computer Science or related field is preferred.

**Experience:**

- Minimum of six years' experience in the technology field
- Minimum 3 years' experience in leadership or management in an IT setting
- Analysis, implementation, and evaluation of IT systems and their specifications
- IT budget development and monitoring
- Excellent project management, communication, and interpersonal skills
- Creating and implementing IT policies and systems that meet objectives
- Demonstrated ability to create efficiencies and streamline processes
- Project Management Professional Certification (preferred)

**Knowledge:**

- Leadership and management principles
- Vendor contract management
- Disaster recovery and business continuation planning
- Principles and best practices of technology procurement, negotiations, contracting, delivery models, and service billing
- Procurement procedures and processes
- Audit vendor billings and invoices payment processes
- Designing network/system topology
- Network/system security
- PCI compliance
- Scripting languages
- Windows/Linux servers and workstations administration and troubleshooting
- A clear understanding of MS365
- Library industry knowledge preferred

**Skills and Abilities:**

- Must have a proficient technical background while able to manage and motivate people
- Knowledge and experience in project management theories, and vendor relations and negotiations
- Excellent organizational, interpersonal, customer service and communication skills
- Adapts to a fast-paced environment with changing needs
- Ability to articulate ideas to both technical and non-technical audiences
- Basic knowledge of network administration preferred; Familiarity with library integrated library system software (Sierra by Innovative, part of Clarivate) in a public library setting preferable

This job description is not a complete list of potential duties. Employee will be required to follow any other instructions and to perform any other duties requested by their supervisor.

**Work Environment and Physical Demands:**

Normally seated, standing or walking at will; normal physical activity including some bending, pushing, pulling, and carrying, which may range up to 50 lbs., upon occasion. Keyboarding and working at a computer monitor for extended periods required. Phone usage, reading, speaking, and listening required. Work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices or work rooms. Frequent travel within the service area is required.

**Benefits:**

**Insurance:** Employer paid Cafeteria Plan allowance for medical and dental insurance. Any portion of the Cafeteria Plan allowance not allocated to employee's medical and dental insurance contributions will be placed annually into the employee's 457(b) Deferred Compensation plan. Employer paid life insurance.

**Retirement:** Defined Contribution pension plan with 7.5% contribution paid by employer.

**Other Benefits:** Minimum of 2 weeks of vacation per year, 1 week of management leave, plus 4 days floating holiday. Sick leave. Deferred Compensation available.

**How to apply:**

**Please submit the following to Wendy Cao, [caow@plsinfo.org](mailto:caow@plsinfo.org). Deadline: March 1, 2024 at 5 p.m.** Initial interviews will be held remotely.

Please include a cover letter, resume, three references, and responses to Supplemental Questions.

**Please include the answers to the following Supplemental Questions:**

1. What are the three most important values you demonstrate as a leader? Please describe examples that exemplify each of these leadership values in practice within your past work experience.
2. Ensuring equitable access to technology and reducing barriers to technology is a key tenet of a library's basic mission of providing free and open access to all. Please provide an example of how you have engaged in ensuring equitable access when reviewing a new or existing product or service.
3. The PLS IT Department, PLAN, is a critical department for PLS with all member libraries depending on the stability and security of the network. Describe a time you lead a team through an emergency situation. Explain your decision-making process, prioritization of actions, and delegation of responsibilities