

LIBRARY TECHNOLOGY ADMINISTRATOR

JOB DESCRIPTION

Classification Responsibilities: A Library Technology Administrator is responsible for providing high-level technical hardware and software support to improve and enhance the Library's computer systems. Duties include: serving as the Library's systems administrator; serving as project leader on various technical projects; planning, developing, implementing, and maintaining the Library's computer network; evaluating and analyzing processes, procedures, and workflow to determine the feasibility of different technology options and solutions; selecting, training, and evaluating staff; preparing and monitoring the expenditures of a program budget; assisting in system analyses, computer configuration, planning, and training of employees on the Library's automated systems; researching, testing, and evaluating new software applications and upgrades to existing applications; implementing and installing upgrades to the system; monitoring service contracts; and serving as the Library's liaison to the Information Technology Department (ITD). This position is the highest technical level position within the Library. A Library Technology Administrator also assists in providing technical direction and support, including budget projections for determining current and future software and hardware needs. This class performs related duties as required.

Distinguishing Features: This class is distinguished from the Library Technology Specialist class by the broader scope of technical, supervisory, and administrative duties performed. The Library Technology Administrator works with considerable independence under the direction of an Assistant Library Director, who reviews work through conferences, meetings, reports, and results achieved. This class is FLSA exempt-executive.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to graduation from an accredited college or university with a Bachelor's Degree in Computer Science or related field. Considerable (3 - 5 years) experience in systems analysis or design, testing, and implementation of computer-based information systems. Considerable (3 - 5 years) experience in administering and maintaining infrastructure hardware, software, and network servers. Good (1 - 3 years) supervisory experience or experience acting in a lead capacity.

Special Requirement. Must possess a valid Arizona Driver's License by hire date.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Experience in a technical library environment is preferred. Bilingual skills: ability to speak, translate, and write English and Spanish is desirable.

ESSENTIAL FUNCTIONS

Communication: Communicates with other City employees, technical staff, management, vendors, contractors, public officials, federal agencies, and the general public in order to coordinate the Library's information systems and related activities. Uses both technical and non-technical language to explain complex subjects and processes. Prepares written documents such as reports, justifications, budget and equipment requests, information system requirements, user documentation, system security guidelines and procedures; various procedure and training manuals, performance appraisals, and status reports with clearly organized thoughts using proper sentence construction, punctuation, and grammar.

Manual/Physical: Reviews the work product of others to ensure compliance with standard operating procedures and state/federal regulations. Operates a motor vehicle requiring a standard Arizona Driver's License to travel to the branch libraries to install and/or troubleshoot equipment problems. Inspects, monitors, and evaluates work-related conditions and objects such as personal computer (PC) workstations to determine compliance with prescribed safety regulations and guidelines. Monitors system security/access to automated systems and may perform security audits. Performs systems maintenance. Schedules and installs system upgrades. Updates various code tables, and documents system administrator procedures. Reviews electronic requests for compatibility, license issues, etc. Enters data or information into a PC in order to design computer reports, track projects, test and debug systems, and develop PC applications. Performs audits on existing application systems and those in development phases to assure accuracy, quality, and integrity. Troubleshoots, diagnoses, and corrects minor PC malfunctions. On occasion, may use common hand tools such as a screwdriver, pliers, and miscellaneous PC tools to complete minor repairs. Monitors the inventory of computer hardware. Prepares and/or updates graphs, schedules, and flowcharts to document requirements and prepare administrative reports.

Mental: Plans, organizes, and directs the day-to-day activities of the Library's technical support team. Supervises and evaluates the work of subordinate personnel which may involve the design, installation, modification, and acquisition of Library information systems and equipment. Prioritizes own work. Resolves procedural, operational, and other work-related problems. Coordinates work activities, program functions, and new system enhancements with ITD. Promotes automation of Library operations, develops system requirements for automated systems, and assists staff with the adaptation of computer applications software to specific tasks. Ensures the integrity of data entry and retrieval for Library systems. Provides and/or coordinates the training of Library employees relative to the use of computers and automated systems. Serves as liaison with system vendors in order to solve problems, maintain equipment, and schedule training. Conducts research and analyzes data for new equipment and systems. Performs mathematical calculations and financial/cost analyses for system evaluations and to prepare purchase justifications and recommendations. Prepares a program or project budget and assists in preparation of automation requests to forward to ITD. May assist with short- and long-term planning. Comprehends and makes inferences from written material such as system requirements and related documentation, journals, Internet listserves, computer software manuals, and specification sheets to learn systems, train users, and keep up-to-date with technological advances. Learns job-related material through on-the-job training and in a classroom setting.

Knowledge and Abilities:

Knowledge of:

the theory, principles, and practices of system specification standards and application programming; computer programming, computer systems design, hardware and software capabilities, and operating procedures;

PC hardware and peripherals;

basic data processing procedures, operations, data flow, and records maintenance;

the capabilities of data processing services and products;

basic PC software, including word processing, spreadsheets, and database management programs; and research and design techniques, methods, and procedures.

Ability to:

coordinate the Library's integrated on-line system and related electronic information activities including mainframe (DYNIX) PC applications;

perform administrative duties of the Library's Technical Support team;

supervise, train, and evaluate subordinate staff;

apply modern supervisory practices and techniques;

coordinate operations with other Library sections to determine needs and preferences concerning the automation of Library operations;

apply knowledge of Library automation and computer applications to library systems;

analyze systems and procedures accurately and logically;

grasp new technical and business concepts quickly;

study users' work procedures and operational methods, and make recommendations for improvement;

explain technical data processing problems in non-technical terms;

determine computer information storage requirements;

exercise initiative in the improvement, development, and conduct of automation programs; and

establish and maintain effective working relationships with coworkers, managers, ITD personnel, other City employees, vendors, professional organizations, and personnel from other agencies.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

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PAY GRADE: 56

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