

**KING COUNTY LIBRARY SYSTEM**  
**Job Description**

Title: **Director - Information Technology Services**

Dept.: **Information Technology Services**

Job Code Number: **10121**

Reports to: **Director**

Grade Number: **25, Non-represented**

Effective Date: **July 2001**

FLSA Status: **Exempt**

General Position Summary:

Plans the overall technological direction of the Information Technology Services Department. Supervises managers who direct the staff and systems in the Department. Manages the integration of new technology and programs into the existing KCLS technology environment. Projects a service ethic and process through the department to staff and public customers.

Essential Duties/Major Responsibilities:

Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.

1. Manage and facilitate forward progress on projects.
2. Manage interdepartmental relations and activities to insure effective operations coordination and minimize operational dysfunction.
3. Research new technologies for applications in the KCLS.
4. Manage budget and purchasing functions.
5. Monitor general staff satisfaction and service to KCLS staff.
6. Respond directly to KCLS staff to resolve individual problems.
7. Reconcile relationships and politics at an administrative level.
8. Assist Information Technology Managers in the management of their departments.

Secondary Duties:

1. Management of relationships and processes which influence inter-departmental operations.
2. Service on non-technology related projects and initiatives.
3. Other related projects or activities as assigned.

Communication:

Contacts are normally made with KCLS employees and customers, vendors, etc. Frequently contacts are made on own initiative, regularly they are initialed by a third party and occasionally contacts are made at the supervisor's request. The position has a requirement to interact with customers frequently. Communications frequently contain confidential/sensitive information such as personnel issues, complaints re: library service, necessitating discretion at all times.

Initiative:

The position is responsible for developing policies/procedures and problem solving cross the organization. For example, the incumbent serves on the Administrative Planning Team with membership across several organizations. The team meets weekly to address concerns that impact the entire KCLS organization such as HR policy and other issues. The position frequently develops new programs/services or concepts and it involves a high degree of complexity. The position operates independently with minimal supervision and it experiences frequent new and varied work situations. Decisions are made within broad interpretation of applicable laws, governmental guidelines. Consideration is given to broad issues regarding technology within the KCLS and application of outside technology to the KCLS.

Accountability:

The position experiences frequent interruptions and maximum flexibility is required. There are substantial planning and goal-setting responsibilities and plans have a long-term view in impact or results. Strategic planning is also a responsibility of the position. Decisions made by this position have broad/far reaching impact across KCLS and the work is occasionally monitored or checked by the Director. It is also monitored on an ad hoc basis by customers, primarily KCLS staff. Resources under the incumbent's immediate control include all central databases and web servers, networking infrastructure and the total KCLS technology services staff and financial budgets.

Leadership:

The position is responsible for mentoring as a senior management team member. Positions mentored include PC service Manager, Network and Systems Manager, Database Manager and Financial Systems Manager. The position takes a leadership role in modeling and promoting organizational values across the organization and as a representative of the organization in the community.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- Bachelor's degree or equivalent specializing in computer science, management information systems, information technology or a related field.
- Eight to ten years experience in technology administration in a large organization.
- A combination of programming, customer service, networking, management and administrative skills combined with an intuitive sense of managing relationships and groups and a commitment to a belief in the value of automation in the KCLS.

Necessary Knowledge, Ability and Skills:

- Thorough knowledge of current and advanced technology that may be applicable to the KCLS.
- Thorough knowledge of the requirements, both current and future, of the KCLS for total technological systems, program, network applications etc.
- Extensive knowledge of supervisory and mentoring concepts applicable to managing managers.
- Extensive knowledge of budgeting, planning, financial and equipment tracking systems.
- Extensive knowledge of overall KCLS staff, organization structure and informal systems that exist within the organization.

Ability to:

- Understand and predict general technology trends.
- Read people and reconcile relationships.
- Manage large budgets and department of people.
- Plan, participate and deliver major technology initiatives.
- Establish and promote a service ethic and relationships between the department and its customers.

Skill in:

- A wide range of skills are required in this position including “people related”, thinking, English language, math, analytical and problem solving skills on a continual basis.

SPECIAL REQUIREMENTS

None

PHYSICAL DEMANDS

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

Work is performed in a normal office environment. Constant sitting and extensive PC monitoring work are involved in the position.

Advancement Possibilities:

Open depending on education and experience

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between KCLS and the employee, and is subject to change as the needs of KCLS and the requirements of the job change.

Approval: \_\_\_\_\_  
HR Manager

Final: 7/31/01