

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **ITS Operations Manager**

Dept.: **Information and Technology Services**

Job Code Number: **10715**

Reports to: **Director of ITS**

Grade Number: **22, Non-represented**

Effective Date: **December 2008**

FLSA Status: **Exempt**

General Position Summary:

This position develops operational strategy for and manages all operational aspects of ITS central technology including implementation, maintenance, and support. Systems and services supervised include but are not limited to the KCLS Network, central hardware, telecommunications, centrally served library software applications, operating systems, database administration and the customer help desk. Though primarily strategic and managerial, it requires specific knowledge and hands-on production involvement in the implementation and support of all supervised systems and processes. This position reports and responds to overall strategic direction from the Director of ITS while working collaboratively to determine priorities and develop timeframes.

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 all supervised systems to best possible performance and reliability
2. Develop and execute effective customer service and help-desk strategies, processes, and systems
3. Develop key performance indicators and measurement strategies for all supervised systems and processes
4. Provide timely and predictable support processes for ITS service managers and other KCLS services departments such as the Business Office, HR, and FMS
5. Develop and manage central operations upgrade, preventative maintenance, and backup/recovery strategies
6. Develop the ITS help desk to be an optimally effective service and support resource during all library open hours
7. Manage and track KCLS operations budgets, goals, and projects in an effective, transparent, and predictable manner
8. Develop and manage strategic vendor and outsourcing relationships so that KCLS technology offerings effectively grow within current staffing and operational resources

9. Develop and execute software release-management processes to effectively differentiate and address bugs and enhancement requests
10. Develop and manage strategic growth and accountability processes that maximize the engagement, cooperation and individual potential of ITS Operations staff.
11. Develop and execute Service Level Agreements between ITS operations and KCLS staff customers

Secondary Duties:

1. Engage personally in the hands-on development, implementation, and maintenance of specific systems as needed
2. Develop and maintain relationships with library staff. Regularly monitor service perceptions and satisfaction of library staff customers
3. Cooperatively and constructively contribute to ITS staff meetings and planning sessions
4. Collaborate with other KCLS service departments as needed for effective development and management of supervised systems (Training, Subject Matter Experts, etc.)
5. Other related duties as assigned.

Communication:

The position has on-going, primary responsibility for all types of contacts with other agencies, similar organizations, vendors and the public. Position interactions are regularly non-routine, complex and require extensive discussion or explanation. Formal presentations may be required. High level of communication and interpersonal skills are important to job responsibilities. Collaboration and cooperation must be established to accomplish assigned tasks.

Initiative:

The incumbent operates independently with minimal supervision. The position experiences frequent new and varied work situations. Decisions are made within general organizational policy constraints/guidelines. The position develops practices and procedures for a department or facility and is responsible for problem solving within own department and across functional areas such as Public Services, HR, FMS and Community Relations and Graphics. The position frequently develops new programs/services or concepts and the job involves a high degree of complexity. Decisions often have little precedent and require interaction with others to solve problems, formulate policies and/or arrive jointly at decisions, which affect one or more work units.

Accountability:

The position regularly experiences interruptions and flexibility is required. Substantial planning and goal-setting responsibilities are required and plans have long-term view in impact or results. Strategic planning is also involved in the position. Decisions made by this position have broad/far reaching impact across KCLS and the incumbent's work is seldom monitored or checked by the supervisor. An error or delay in the incumbent's work would cause delays,

systems problems or workflow stoppages throughout the KCLS. Assigned services offered by subordinates are influenced/directed by this position and quality of decisions or directions influence present and future work. Position has a degree of influence on library operations through the technology services that are used by the staff and the public.

Leadership:

Position functions in a strong leadership role clearly demonstrating and acting in accordance with library values and serving as a role model and mentor for others. Incumbent is responsible for articulating the values and culture of the library and presenting the organization in a positive fashion.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

A typical way of obtaining the knowledge, skills, and abilities outlined below is through graduation from an accredited four-year college or university with a degree or major coursework in computer science, information technology, systems engineering or a related field; eight years experience in systems implementation and administration, including staff management, in large organizations with multiple sites; and up-to-date classroom and on-the-job experience in general management, technology management, systems administration, and systems project management and implementation or an equivalent combination of training and experience.

Necessary Knowledge, Ability and Skills:

- Thorough knowledge of technology and service operations best practices and process development
- Thorough knowledge of general management concepts including planning, budgeting, supervisory techniques, etc. particularly with regard to library systems and procedures.
- Thorough knowledge of, and fluency in, the technical skills required for detailed implementation of information systems, hardware systems, operating systems, database technologies, and software applications.
- Extensive knowledge of computer systems and hardware as well as a working knowledge of telephone systems and data lines, Internet and web based systems in use throughout the King County Library system.
- Extensive knowledge of productivity tools and strategies and related business and productivity software.
- Extensive knowledge of needs and requirements of large public library system for equipment, software and service related to information systems, computer applications, telecommunications, and Internet and web based systems.

- Extensive knowledge of the availability of emerging technologies, upgrades, software applications, and new systems and hardware that can improve applicable public library programs and services.
- Extensive awareness and knowledge of vendors and service providers involved in computer, information, web, telecommunications and other related systems.

Ability to:

- Provide leadership to an organization serving the entire KCLS in a highly technological area.
- Effectively communicate and prioritize in a crisis.
- Recognize critical paths and effectively negotiate and overcome barriers to success.
- Effectively manage projects according to predictable timeframes and measurable results.
- Exercise good judgment and discretion between delegation and individual production
- Make sound decisions, based on experience and data, in a fast changing technological environment.
- Maintain a positive disposition under stress or adverse conditions.

Skill in:

- Developing creative methods to improve and upgrade services.
- Developing and maintaining positive relationships with staff, patrons and vendors.
- Managing several projects at once and adapt to changing needs.
- Managing time to maximize productivity.
- Evaluating problems and finding cost effective solutions.
- Effectively listening to other staff as part of understanding their needs and concerns.
- Effectively managing subordinates, identifying strengths and areas for improvement and providing motivational guidance to improve organizational effectiveness.
- Reading, speaking, writing and understanding English.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is frequently required to sit and talk or hear, and to use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to walk. The employee must occasionally lift and/or move up to 50 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 yet requires travel to all KCLS facilities. Substantial overtime, on-call status, constant sitting and extensive PC monitoring work are present in the position.

Advancement Possibilities:

Director of ITS

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: _____
Director of HR

Draft: 2008-11-24
Final: 2009-01-30