

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Web Services Manager**

Dept: **Web Services**

Job Code Number: **10214**

Reports to: **Director of Public Services**

Grade Number: **21, Non-represented**

Effective Date: **January 2010**

FLSA Status: **Exempt**

General Position Summary:

Supervise staff, operations and expenditures of the Web Services department. Manage the KCLS Web Site, Intranet, and the Online Public Access Catalog to assure that information provided is meaningful and reflects the values, culture and philosophy of KCLS and the needs of site visitors. Structure and design Web Site, Intranet, and the Online Public Access Catalog for ease of use, functionality and appeal.

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. Provide overall leadership including planning, coordinating and supervising the staff and activities, including budget management of the Web Services department.
2. Develop and implement project management principles and controls.
3. Develop or execute new or redesigned web applications and user interface release-management processes; integrate Web Accessibility Guidelines into web development processes; ensure federal and state law compliance of applications and user interface designs.
4. Monitor web services and applications for performance and satisfaction; develop key performance indicators and measurement strategies for all services.
5. Provide timely and predictable implementations and support processes for all KCLS coordinators, departments and patrons.
6. Research new trends and/or formulate new concepts for all assigned web services.
7. Develop and execute Service Legal Agreements; develop and enforce Web and Public Services' policies and procedures.
8. Coordinate, facilitate and manage consultant/vendor relationship for Web Services.
9. Provide overall direction and work assignments to staff assigned.

Secondary Duties:

1. Perform other related duties as required or as assigned.
2. Serve as a member of various employee committees as required.

Communication:

The position has regular contacts with the KCLS staff, patrons and vendors. Contacts typically involve exchanging information, responding to requests, or solving web problems. Contacts occasionally contain confidential or sensitive information requiring need to exercise discretion.

Initiative:

The position is responsible for developing policies and procedures that apply to Web Site, Intranet and Online Public Access Catalog uses. Policy and procedure development is a collaborative effort with input from supervisors, user groups and advisory committees. The position is responsible for solving problems that affect all of KCLS, pertaining to the Web Site, Intranet and Online Public Access Catalog. The position is frequently involved with developing and implementing new programs, links and concepts, to enhance the usability and value of the Web Site, Intranet and Online Public Access Catalog. The position involves a high degree of complexity considering the technical demands placed on it and the need to interact with a variety of people from various positions in the organization. The position encounters frequent and varied work situations and operates independently collaborating with others when unusual or complex problems or situations are encountered. Decisions are typically made within general organizational policy constraints and guidelines, with guidance from upper management and advisory committees.

Accountability:

The position encounters frequent interruption, requiring maximum flexibility. The position has substantial planning and goal-setting responsibilities related to the Web, Intranet, and Online Public Access Catalog. Decisions made have broad effects on KCLS operations. Planning, goal setting and decision making processes are subject to occasional review from, and input by, upper management, peers and advisory committees.

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 including immediate staff. Incumbent is responsible for articulating the values and culture of the library and representing 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 graduation from a four-year college or university with major coursework in computer science, information technology, or related field; Master's degree in Library Science preferred, along with considerable specialized training in web site development, structure, design, maintenance and management; two to four years of practical and progressive experience in web site management, related software, programming languages, layout, design and other

functions associated with successful web and Intranet operations, preferably in a library system.

Necessary Knowledge, Ability and Skills:

- Extensive knowledge of HTML, web structure, layout, XML, ASP. NET, CSS, CGI, CF IIS, Windows servers and UNIX.
 - Relevant knowledge for websites (i.e., design, development concepts, management tools, operation, database, publishing, and related technologies and protocols).
 - Some knowledge of all KCLS departments, their functions, operations and services provided.
 - Considerable knowledge of the KCLS web services strategies, policies and operations, hardware and software in order to integrate/interface web and Intranet functions.
 - Considerable knowledge of English and math.
 - Working knowledge of principles of supervision.
 - Knowledge and support of the principles of intellectual freedom.
- Working knowledge of MARC format and metadata. .

Ability to:

- Effectively manage employees to maximize their productivity and potential.
- Effectively listen to other employees and patrons as part of understanding their needs and concerns.
- Evaluate Web Site, Intranet and Online Public Access Catalog operations and revise policies, procedures and structure to improve efficiency, reduce costs and provide better service.
- Use diplomacy and tact to establish and maintain relationships with employees, peers, patrons, subordinates and vendors.
- Clearly and succinctly communicate ideas and thoughts both verbally and in writing.
- Manage time to maximize productivity.
- Persuade others whose objectives may differ from those of KCLS.
- Evaluate problems and find cost effective solutions.
- Develop and maintain positive relationships with staff, patrons and vendors.

Skill in:

- Managing, designing and maintaining the Web Site and Intranet. Project management, supervision and organization.
- Assessing situations/problems and logically finding solutions.
- The use of computer software and hardware.
- Listening to, understanding and interpreting information received from employees and patrons.
- Negotiating with suppliers, patrons and employees.

SPECIAL REQUIREMENTS

None

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.

Positions at this level operate with a significant amount of pressure and mental demand due to interruptions, changing priorities and deadlines which are very tight. Flexibility and adaptability are definitely needed to withstand demands of positions at this level. Work involves substantial work hours, including evening and weekend work.

WORK ENVIRONMENT

Work is performed in a normal office environment. Work involves constant sitting and extensive close work (eyestrain) and PC monitoring. Work involves substantial overtime along with evening and early morning meetings. The job incumbent maintains an on-call status. There may be some exposure to angry or hostile individuals.

Advancement Possibilities:

Information Systems Management

Librarian series

Open depending on education and training

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

Final: 7/31/01
Revised: 7/07/03
Revised: 12/23/09