



City of Tempe

LIBRARY TECHNICAL SERVICES MANAGER

JOB CLASSIFICATION INFORMATION			
<i>Job Code:</i>	340	<i>FLSA Status:</i>	Exempt
<i>Department:</i>	Community Services	<i>Salary / Hourly Minimum:</i>	\$73,687
<i>Supervision Level:</i>	Manager	<i>Salary / Hourly Maximum:</i>	\$99,477
<i>Employee Group:</i>	SUP	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Museum Manager
<i>Drug Screen / Physical:</i>	N		N
		<i>EEO4 Group:</i>	Professionals

DISTINGUISHING CHARACTERISTICS

REPORTING RELATIONSHIPS
Receives direction from the Deputy Community Services Director – Library or the Community Services Director.
Exercises direct supervision over professional, paraprofessional, technical and clerical library staff.

MINIMUM QUALIFICATIONS	
<i>Experience:</i>	Four years of professional-level, operational public library experience and including two years of supervisory experience. Two of the years in technical or IT protocols experience preferred.
<i>Education:</i>	Equivalent to a Bachelor’s Degree from an accredited college or university with major course work in, library science, computer science or degree related to the core functions of this position. A Master’s Degree in Library Science or Information Technology is preferred.
<i>License / Certification:</i>	None

ESSENTIAL JOB FUNCTIONS
Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.
To actively support and uphold the City’s stated mission and values. To manage and coordinate a variety of advanced level professional duties in providing technical direction, maintenance and support for the Library collections and electronic resource systems and equipment.

OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Perform job duties adequately and properly; follow personnel and department policies and operating procedures; show respect, tact, and courtesy in dealings with coworkers and the general public; behave in a manner that does not obstruct or hinder other employees from completing their duties; act in a manner that is safe and follow the City's safety procedures at all times.
- Serves as system administrator for integrated library software system (ILS); train staff in operation of system; install software upgrades and resolve system problems with ILS vendor.
- Maintain online catalogs and peripheral systems; maintain and perform quality control for all data in ILS.
- Administers library public computer network in the main library and at four outreach centers; develop PC models; evaluate, install, and maintain software and hardware; maintain PC reservation systems, PC security systems, public network internet filter, and software upgrades and updates.
- Assists in the preparation and monitoring of Library budgets; purchasing and implementation of technology projects within the assigned areas of the Library. Prepares strategic plans concerning automation for the department and establish priorities regarding systems projects; ensure the integration of all Library automated systems.
- Contact for third-party system vendors, including materials security, self-checkout, public printing, and time management systems; maintain electronic interfaces with those systems.
- Promotes teamwork and professional development and ensures effective customer service is provided by Library personnel and supports recognition of all employees.
- Manage the selection of staff; provide or coordinate staff training; assign work activities, projects and programs and monitor work flow; review and evaluate work products, methods and procedures.
- Technical contact for electronic resource vendors; maintain and troubleshoot electronic interfaces with external resources.
- Contact with Maricopa County Library District for Library Assistance Program (LAP) funds.
- Develops technology plans in accordance with the Library strategic plan and Information Technology Division guidelines and standards; researches and recommends the acquisition of software and hardware in support of Library operations.
- Provides training opportunities with emphasis on technology. Develops and maintains procedures for the security of the Library information systems and data.
- Represent the Tempe Public Library at professional meetings and conferences.
- Direct the preparation of required reports and records; ensure timely submission and evaluate as necessary.
- Serves as the library building supervisor in the absence of the Deputy Community Services Director – Library.
- Provide pro-active performance planning utilizing performance management tools.
- Perform related duties as assigned.
- Physically present to perform the duties of the position.

PHYSICAL DEMANDS *AND* WORK ENVIRONMENT

- Lift heavy objects up to 50 lbs. (i.e. computer equipment with assistance of carts or dollies);
- Operate City Vehicle (i.e. attend meetings and transporting equipment to of off-site locations);
- Climb stairways, ladders and work on elevated structures (i.e. related to technology equipment inspections);
- Other physical labor essential to the classification (i.e. inspect computer cabling, hardware switches, etc. located in tight spaces and in other locations around the building);
- Work in a stationary position for considerable periods of time;
- Operates computers, calculators, and other office machines (i.e. works on computers daily, trouble shooting computers, assists with coping machines and calculator);
- Extensive reading and close vision work (i.e. reading computer screens, data, budget reports, contracts on desktop and hand held devices);
- Exposure to hazards of electrical shock, falls, noise, equipment operation, etc. (i.e. computers, sorting, equipment and troubleshooting of hardware in some close spaces);
- Exposure to blood and airborne pathogens; bodily fluids; etc. (i.e. position works a public services as needed and has contact with general public);
- May require working extended hours (i.e. might need to work a flexible shift, late evenings or early morning hours for system upgrades and in emergency (IT or Building) situations).

COMPETENCIES

<i>CLASSIFICATION LEVEL</i>	<i>INCLUDES</i>	<i>COMPETENCIES</i>
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision

For more information about the City of Tempe's competencies for all classifications:

[City of Tempe, AZ : Competencies](#)

JOB DESCRIPTION HISTORY

Effective November 1988

Revised September 2001 (range adj, duty change, change to exempt)

Revised Nov. 2007 (retitled, IT duties added, reorg)

Revised Dec 2010 (Title change)

Revised August 2013 (Title changed to Library Supvr)

Revised April 2017 (Title change and update job duties, min quals)