

Technical Services & Facility Supervisor

Departmental Team: Technical Services

Reports to: Library Director

Supervises: ILS Specialist, IT & Creative Technologist, Acquisitions Librarian

FLSA Status / Hours of Work: Exempt; Full Time with Benefits

Summary Description

Working independently under the Director, the Technical Services Supervisor is responsible for all Library technical operations and staff. Manages complex tasks involved with technology and facility planning, implementation and systems evaluation. Overseeing contractors and service providers to ensure the facility is sanitary, maintained and updated. Participates in the library leadership team. Implements and evaluates service goals for the entire library, in order to fulfill community priorities as identified in the library's strategic service plan.

Essential Functions

45% - Leadership: Strategy & Special Projects

- Participates in organizational strategic decision making as a member of the Tactical team.
- Initiates and coordinates innovative Technology Planning for the Library
- Oversees technical operations and staff including hiring, training, scheduling and performance evaluations; facilitates team meetings; monitors workload of team and completion of tasks.
- Provides quarterly and annual departmental reports to the Library Director; prepares budget requests, written reports and plans for the Tech Services team.
 - Ensures Tech Services volunteers are effectively trained, supervised and supported.
- Manages projects as assigned.
 - Acts as Library Project Manager: gathers deliverables, sets timeframes, procures resources, creates project plans and reports, and communicates milestones.
 - Supports Accountant in coordination of annual eRate Program reimbursement and occasional administration of payroll

25% - Systems: Support, Evaluation, & Documentation

- Supports and evaluates the Library's computer, technology, Integrated Library System (ILS), and other systems at the main branch and as necessary, multiple ILS village partner locations.
- Identifies, evaluates, and recommends new technologies to meet library automation needs; acts as liaison to vendors; provides documentation regarding the Library's systems as needed.
- Coordinates and assists in installing, upgrading, maintaining, and troubleshooting electronic information sources used in support of the library's automated system.
- Collaborates with and supports all Library staff with their technical projects.
- Addresses staff and patron concerns, finds solutions regarding technology related issues.
- Responds to staff and patrons, oftentimes without prior notice, to solve IT issues as they arise.

20% - Facilities

- Building Management: Oversees the maintenance of the main branch and kiosk locations.

- Manages Library Capital and remodel projects; draws space plans as needed.
- Coordinates with providers, monitors ongoing service contracts and long term agreements, ensuring compliance and that they are renewed / replaced prior to expiration.
- Responsible for building and staff safety and sanitation procedures.
- Addresses staff and patron concerns, finds solutions regarding facility related issues.

5% Other Duties

- Attends and participates in staff meetings, professional workshops and conferences.
- Regular and predictable attendance in the workplace.
- Performs other related duties as required.

Knowledge, Skills & Abilities

Communication & Cultural Awareness

- Listens well, speaks clearly and persuasively. Writes effectively and informatively; eg: reports, social media posts, summaries, and other documents.
- Incorporates Equity, Diversity and Inclusion in all operations.
- Displays cultural sensitivity working with patrons, coworkers and public.
- Ability and commitment to serve the public with technical excellence and hospitality.

Critical Thinking

- Gathers and analyzes information skillfully and develops alternative solutions.
- Looks for and takes advantage of opportunities to improve patron service and workflow efficiency. Generates and communicates suggestions for meeting long-term goals and objectives.
- Manages competing demands and changes in the workplace.
- Ability to use spatial perception and visual discrimination in facility and IT decision making.

Interpersonal

- Gets along well and cooperates with others - Enjoys working on a team.
- Reliable, sincere, competent, and caring - Builds trust.
- Thinks through choices and multiple perspectives - Optimistic.
- Owns mistakes and persists in the face of challenge and change - Strong work ethic.
- Aware of and expresses own feelings; handles relationships empathetically - High EQ.
- Accepts responsibility and account for own actions - Accountable.

Leadership

- Excellent ability to supervise, plan, and coordinate the work of staff in order to accomplish library goals and objectives. Ability to delegate work effectively.
- Provides coaching, clear performance feedback, and recognizes accomplishments. Accepts feedback from others. Maintains confidentiality.
- Continually works to improve supervisory skills.
- Ability to creatively problem-solve, negotiate, and handle stressful situations in a positive manner; ability to identify and resolve problems in a timely manner.
- Commits to long hours of work when necessary to reach goals. Sets challenging goals relevant to the organizational mission and values.

Library Knowledge / Professional Conduct

- Knowledge of general library principles, technologies and operations.

- Responds to management direction. Commits to long hours of work when necessary to reach goals; completes tasks on time.
- Treats people with respect, upholds organizational values, and follows policies and procedures.
- Advocates for intellectual freedom; maintains confidentiality.
- Effectively and courteously interacts with patrons and colleagues while maintaining professional conduct standards established in the Staff Handbook.
- Provides seamless service at the intersection of Tech Services and all other Library teams; collaborates as necessary.

Project Management: Planning & Attention to Detail

- Excellent ability to manage multiple projects simultaneously, prioritize effectively, adapt flexibly to changing priorities, and meet deadlines in a high-speed environment.
- Excellent planning and evaluation skills using sound judgment and personal initiative.
- Ability to manage and set own priorities for work to be done, and delegate effectively.
- Ability to work well under pressure, paying close attention to detail.
- Aligns work with strategic goals and objectives. Sets measurable goals to increase productivity.
- Business acumen: Conserves organizational resources.
- Assesses Tech Services impact on a continuing schedule; creates and uses reports to build services in response to community needs; evaluates processes using statistical measures.

Technology

- Remains current and proficient with rapidly changing technology.
- Outstanding technical problem-solving skills.
- Advanced understanding of and ability to budget, acquire, manage and upgrade:
 - Relational databases; experience with integrated library systems and database reports
 - Content management systems, web development & applications, APIs
 - Systems administration and network engineering
 - Low voltage systems (alarm, A/V control, HVAC control, public address, VoIP)
 - Office equipment and consumer electronics
- Advanced software skills for the creation of reports and documentation.
- Intermediate keyboarding and application skills for effective use of Library software.

Education & Experience

This position requires a combination of education, formal training, and work experience that produces the knowledge, skills, and ability to perform the position's essential duties and responsibilities.

- *Required:*
 - Extensive knowledge of and experience with mechanical and technical systems.
 - Project management experience: planning, implementation and assessment.
 - Experience preparing and managing vendor and service contracts.
 - Two years of supervisory experience.
 - Bachelor's degree from an accredited college -or- four years related experience.
 - Fluent written and spoken English.
- *Preferred:*
 - Masters in Library Science (MLS or MLIS).
 - Previous library technical experience.
 - Bilingual English-Spanish.

Working Environment

- This is a full time, FLSA-exempt position. Schedule varies according to library needs. Available to work weekend, evening, and daytime hours including some holidays.
- Requires some on-call time for after-hours maintenance, upgrades, and emergency calls.
- Frequent sustained operation of computer and other office equipment.
- Physical requirements include the need to stand, walk, crouch, stoop, squat, twist, climb, push/pull up to 50 pounds, and lift up to 25 pounds, occasionally retrieve items from outdoor material returns in inclement weather, and shovel snow.
- At times climbing and crawling are required for various mechanical and technical tasks.
- Routinely travels to various locations in the Estes Valley and occasionally out of town.
- Regular contact is made with staff, volunteers, vendors, and the general public.

***Please Note:** This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job. Duties, responsibilities or qualifications may change at any time with or without notice.*

The Estes Valley Library is an essential part of the community and an equal opportunity employer.

Name (Print)

Signature

Date