CITY OF SALINAS

TECHNICAL SERVICES MANAGER

BARGAINING UNIT/CLASS CODE:
AMPS / 128

DEFINITION

Under general direction plans, organizes, coordinates and supervises technology-related services and program activities as well as collection development and bibliographic services operations for the Library and Community Services Department. Proactively ensures that the Department remains current and relevant in their technology-related programs, services, and systems and remains current on technology trends to identify possibilities for collaboration and partnership on technology-related initiatives both within the Salinas Library and Community Services Department and externally.

SUPERVISION RECEIVED AND EXERCISED

receives immediate direction from the Library and Community Services Director or designee. Exercises direct and/or indirect supervision over technology-related professional, technical, and clerical personnel.

ESSENTIAL JOB FUNCTIONS OF THE POSITION

Duties may include but are not limited to the following:

Provides leadership and management of the Department’s technology-related programs and services and collection development and bibliographic services operations. Tracks trends, investigates new and emerging technologies and incorporates appropriate technologies into the Library and Community Services environment. Evaluates desktop, network and server components (including hardware and software) for possible purchase. Oversees the management of computer networks including the Department’s Digital Labs and Department’s inventory of mobile technology. Oversees the configuration, installation, management and support of a multi-segmented local area and wide area networks. Oversees the collection development, cataloging and physical processing of new library materials. Serves as liaison between the library and automation vendors, sales representatives and City technology staff. Coordinates the management of the Department’s Internet presence including accuracy of web pages, the library’s digital collection and social media communications. Shares technology knowledge and trains others to improve skills of Department staff and encourages the integration of technology into the Department’s programs (both physical and virtual presence). Leads the planning and development of long and short-term Departmental information technology strategic plans; analyzes operational procedures related to activities of the technology program unit and makes recommendations for improvement. Participates in the selection of technology-related, collection development and bibliographic services personnel; schedules, trains, supervises and evaluates staff assigned to the technology unit; assigns work activities, projects and programs and monitors work flow; fosters an environment of teamwork within the division and throughout the Department. Resolves conflicts among technology unit team members and assists in setting individual and team goals. Works with technology unit employees to improve performance. Participates in budget preparation and administration; prepares costs estimates for budget recommendations, submits justifications for budget items; monitors and controls expenditures; and coordinates with other Department staff to plan for the best use of resources; maintains records; prepares reports, computer data, special studies and correspondence as needed. Compiles monthly reports and statistics. Responds to citizen complaints and inquiries. Performs other duties in support of branch operations including general reference, customer service and special event programming as needed. Serves as a member of the Department’s Executive Team and may be called upon to represent the Department with groups, organizations, committees and at professional meetings and/or workshops. Promote and maintain safety in the work place. Perform related duties as assigned.

PHYSICAL AND MENTAL CHARACTERISTICS

Physical, mental and emotional stamina to perform the duties and responsibilities of the position; manual dexterity sufficient to write, use new technologies and related equipment; vision sufficient to read printed materials, visual display terminals; hearing sufficient to conduct in person and voice conversations; speaking ability in an understandable voice with sufficient volume to be heard in a normal conversational distance and in addressing groups; physical agility to push/pull, squat, twist, turn, bend, stoop and reach overhead; physical mobility sufficient to move about the work environment, ability to climb and descend stairs; physical strength to lift up to 25 pounds; physical stamina sufficient to sit for prolonged periods of time; mental acuity to collect and interpret data, evaluate, reason, define problems, establish facts, draw valid conclusions, make valid judgments and decisions.
WORKING CONDITIONS

Meet with public and community individuals and organizations on use of technology programs. Instruct public and staff on technology services and programs. Business office working environment subject to sitting at a desk or standing at a counter for long periods of time, bending, crouching, or kneeling at files, pushing/pulling of file drawers and supplies, reaching in all directions and prolonged periods of time working at a computer or other technology equipment.

QUALIFICATIONS

Knowledge of:

Technology public access programs, trends, open source resources, and usage in public institutions and community. Familiar with local area and wireless networks, system analysis principles and techniques, collection development principles and cataloging processes. Standard database, word processing, spreadsheet and similar public access software skills. Familiar with technology troubleshooting principles and practices, standard operating systems for servers and networks. Policies, procedures and functions of the Department. Principles and practices of supervision, training and team building. Current trends and innovations in the field of library science and technology services.

Ability to:

Research, analyze and prepare recommendations regarding Library programs, services, equipment, and personnel. Assist in the coordination of departmental/divisional activities. Assist in developing Department policies and procedures in area of assignment. Assist in preparing program budget and monitors expenditures. Compile monthly reports and statistics. Respond to citizen complaints and inquiries. Act as the Department’s representative to professional organizations; attend Library Commission and Friends of the Library meetings. Take initiative, resolve problems and identify methods for improving services or operations. Effectively participate in planning, promoting and delivering exceptional services to the community. Evaluate personnel and programs. Establish and maintain effective working relationships with others. Deal courteously and tactfully with the public. Communicate effectively in both technical and non-technical terms. Participate in professional development activities.

License or Certificate:

Possession of a valid California (Class C) Driver’s License.

Education and Experience:

An example of the education and experience which most likely demonstrates the knowledge, skills and abilities required to perform the duties would be any combination equivalent to a Bachelor’s degree in Computer Science, Information Technology or related field of study plus five years of increasingly responsible experience in information technology including library and other computer systems and networks and the Internet. Possession of a Master’s degree in Library/Information Science from a school accredited by the American Library Association and/or experience in Public Access Technology Programs is highly desirable.

Reviewed
Department Director

Approved
Human Resources Officer

Approval Date 7/28/16