

**KING COUNTY LIBRARY SYSTEM**  
**Job Description**

Title: <b>Director of Information Technology Services</b>	Job Code Number: <b>10121</b>
Dept.: <b>Information Technology Services</b>	Salary Grade: <b>25</b>
Reports to: <b>Deputy Director of Administrative Services</b>	FLSA Status: <b>Exempt</b>
Effective Date: <b>October 2022</b>	Union: <b>Non-represented</b>

General Position Summary:

Implements strategic and innovative technology and digital solutions in service to the diverse communities of King County. Plans and facilitates the overall technological direction of the Information Technology Services Department, aligned to the strategic focus of the organization. Manages the integration of new technology and programs into the existing KCLS technology environment. Champions service orientation and models ethics, people-centered processes, and cross-functional collaboration through department managers and staff for excellence to the organization and public customers.

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. Work with the executive and department leadership teams to set clear priorities and actionable goals for IT management and service. Implement and communicate progress on a technology strategy and roadmap.
2. Examine short- and long-term organizational needs and utilize capital to make investments designed to help the Library reach its business objectives and strategic goals.
3. Manage and facilitate forward progress on projects. Serve as the executive project sponsor for ITS committees and initiatives.
4. Develop and manage the department operating, personnel, and capital improvement budgets. Oversee purchasing functions in stewardship of public funding.
5. Determine, monitor, and report on ITS KPIs and service-level agreements to improve business performance and customer experience. Seek and utilize internal and external customer and stakeholder feedback and satisfaction to inform service adjustments.
6. Keep abreast of industry trends and developments. Research and evaluate new technologies for application at KCLS, including in areas of data analytics, systems, infrastructure and security.
7. Facilitate development and implementation of policies, plans, and governance for technology and data utilization, disaster recovery, and security breach.
8. Manage departmental relations and vendor and business partnerships and activities to ensure effective operations, coordination, and minimize disruption. Assist IT Managers in the management of their departments.
9. Present written and verbal reports to the Board of Trustees and other stakeholders.

Secondary Duties:

1. Provide direct service to KCLS staff to resolve individual concerns.
2. Service on non-technology related projects, committees, and initiatives.
3. Other related projects or activities as assigned.

Core Competencies:

**Valuing Diversity**

Manages relationships with all kinds and classes of people inclusively and equitably; respects, values, and encourages the unique dimension each employee adds to the organization and each member of the community brings to the whole. Seeks opportunities to learn about differences.

**Customer Focus**

Primarily focused on customer needs, able to deliver high quality, value added services. Constantly strives to find new ways to increase customer satisfaction and understanding, foster equitable services, and forge meaningful connections.

**Ethics, Values and Judgement**

Exercises best judgment, trustworthiness, and professional standards of conduct; consistently demonstrates organization's values, moral principles, and accountability through behavior, character, and action. Defends intellectual freedom and confidentiality.

**Professional and Technical Knowledge**

Demonstrates proficiency in professional and technical skills and/or knowledge in position-related areas; purposely keeps up with current developments and trends in areas of expertise, in order to better foster personal success and connections for others.

**Coaching and Counseling**

Facilitates the development of other's knowledge, abilities, and skills to fulfill job and role responsibilities more effectively. Provides timely feedback, guidance, and encouragement to help others achieve better performance and goals; builds confidence of others.

**Managerial Courage**

Tactfully provides direct and actionable feedback in a timely manner, is open and direct but not intimidating; deals head-on with people and problems even in the most difficult situations.

**Decision Quality**

Makes decisions and solves problems, can deal adeptly with varied levels of complexity, ambiguity, and risk; takes responsibility and accepts ownership for decisions regardless of outcome. Responds promptly and appropriately in crises situations.

**Vision and Strategic Thinking**

Supports, promotes, and ensures alignment with the organization's vision, mission, and values; holds big picture view while setting priorities, often uses breakthrough strategies to find the way

forward.

### **Drive for Results**

Focuses on results and desired outcomes and how best to achieve them; does not confuse effort with results. Gets the job done.

### **Accountability**

Holds self, direct reports, and others accountable for achieving intended outcomes; follows up and monitors progress to ensure that things stay on track; models organizational values and norms.

### **Managing Change**

Embraces organizational changes and their rationale, models behavior needed during improvements in organization's effectiveness, competitiveness, and public service delivery; manages own reactions and supports others in the process.

### Education and Experience:

- Bachelor's degree or equivalent specializing in computer science, management information systems, information technology, or a related field;
- Eight to ten years' experience in technology administration in a large organization; or
- An equivalent combination of programming, customer service, networking, management and administrative training and experience combined with an intuitive sense of managing relationships and groups and a commitment to a belief in the value of automation.

### Special Requirements:

None.

### Physical Demands:

While performing the duties of this job, the employee is constantly using fingers in conjunction with handling and keyboarding, this computer work may be repetitive up to occasionally. Constantly sits and will occasionally stand or walk. Will frequently reach up to chest level with hands and arms, occasionally reaches over shoulder or below waist. Neck rotation may be up to frequent to work on equipment or use multiple monitors. The employee will occasionally lift to 10 pounds and seldom up to 35 pounds and seldom push/pull carts using light force.

### Work Environment:

Work is performed in a typical office environment and involves infrequent travel between library facilities and local communities. Incumbent must be available for evening, weekend, and early morning meetings on an occasional basis.

### Advancement Possibilities:

- Deputy Director of Administrative Services
- Other executive leadership depending on education and experience

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

Revised: January 2019  
January 2021  
October 2022