

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **ITS Operations Manager**

Dept.: **Information and Technology Services**

Reports to: **Director of ITS**

Effective Date: **Revised January 2018**

Job Code Number: **10715**

Grade Number: **22, Non-represented**

FLSA Status: **Exempt**

General Position Summary:

This position develops operational strategy for and manages all operational aspects of ITS central technology including implementation, maintenance, and support. Systems and services supervised include but are not limited to the KCLS Network, central hardware, telecommunications, centrally served library software applications, operating systems, database administration and the customer help desk. Though primarily strategic and managerial, it requires specific knowledge and hands-on production involvement in the implementation and support of all supervised systems and processes. This position reports and responds to overall strategic direction from the Director of ITS while working collaboratively to determine priorities and develop timeframes.

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. Manage all supervised systems to best possible performance and reliability
2. Develop and execute effective customer service and help-desk strategies, processes, and systems
3. Develop key performance indicators and measurement strategies for all supervised systems and processes
4. Provide timely and predictable support processes for ITS service managers and other KCLS services departments such as the Business Office, HR, and FMS
5. Develop and manage central operations upgrade, preventative maintenance, and backup/recovery strategies
6. Develop the ITS help desk to be an optimally effective service and support resource during all library open hours
7. Manage and track KCLS operations budgets, goals, and projects in an effective, transparent, and predictable manner
8. Develop and manage strategic vendor and outsourcing relationships so that KCLS technology offerings effectively grow within current staffing and operational resources
9. Develop and execute software release-management processes to effectively differentiate and address bugs and enhancement requests
10. Develop and manage strategic growth and accountability processes that maximize the engagement, cooperation and individual potential of ITS Operations staff.
11. Develop and execute Service Level Agreements between ITS operations and KCLS staff

customers.

Secondary Duties:

1. Engage personally in the hands-on development, implementation, and maintenance of specific systems as needed
2. Develop and maintain relationships with library staff. Regularly monitor service perceptions and satisfaction of library staff customers
3. Cooperatively and constructively contribute to ITS staff meetings and planning sessions
4. Collaborate with other KCLS service departments as needed for effective development and management of supervised systems (Training, Subject Matter Experts, etc.)
5. Other related duties 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.

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.

Organizing and Planning

Establishes courses of action for self, can influence others to ensure that work is efficient, appropriately sensitive to real restraints on time and resources. Willing to take a risk.

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.

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.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

A typical way of obtaining the knowledge, skills, and abilities outlined below is through:

- Graduation from an accredited four-year college or university with a degree or major coursework in computer science, information technology, systems engineering or a related field.
- Eight years' experience in systems implementation and administration, including staff management, in large organizations with multiple sites.
- Up-to-date classroom and on-the-job experience in general management, technology management, systems administration, and systems project management and implementation or an equivalent combination of training and experience.

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 normal office environment yet requires travel to all KCLS facilities. Substantial overtime, on-call status, constant sitting and extensive PC monitoring work are

present in the position.

Advancement Possibilities:

Director of ITS

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