

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Manager – Client Technology Services**

Dept: **PC Support**

Reports to: **Director of ITS**

Effective Date: **Revised January 2021**

Job Code Number: **10722**

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

FLSA Status: **Exempt**

General Position Summary:

Provides leadership, strategy and technical expertise for PC systems that involves research and analysis, administration oversight and procurement, contract negotiation, planning, execution and development. Plans and oversees the acquisition and deployment of computers and related equipment for the KCLS system. Manages the PC Services group that designs, installs, supports and troubleshoots personal computers and peripherals throughout the KCLS system. Oversees the Help Desk customer support and management of IT assets and inventory in storage areas.

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. Establishes goals for the department focusing on cost containment and improved services to PC users by identifying emerging needs, trends and services related to the assigned area and in support of KCLS strategic initiatives
2. Develops long- and short-term project strategies involving End-User Computing (EUC) applications. Defines technology support strategy. Creates a roadmap and designs tools and processes to achieve the goals. Develops standards and documentation; ensures regular performance monitoring and reporting.
3. Coordinates, supervises, and evaluates project implementations and daily operations for the assigned staff. Ensures that all projects are delivered in compliance with KCLS policies and standards, and that they meet all required guidelines, regulations and budgetary constraints.
4. Hires, trains, evaluates, coaches, disciplines and schedules direct reports. Develops performance measures and ensures that the assigned direct reports are adequately trained to support upgrades and changes in technology.
5. Ensures that the effective and efficient Help Desk service takes place in accordance with customer service standards
6. Supervises the inventory stewardship in ITS storage areas. Reviews and approves all PC and related equipment and software invoices and purchase requests for compliance with established hardware and software design parameters.
7. Assists with development of policies and coordinates implementation, compliance and maintenance of policies and procedures in the assigned area.
8. Proposes operating costs and oversees an assigned annual budget.

Secondary Duties:

1. Performs other related duties as required or as assigned.
2. Participates in activities such as staff meeting, committee work and trainings.

Core Competencies:

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.

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 from differences.

Ethics, Values, and Judgment

Exercises best judgment, trustworthiness, and professional standards of conduct; consistently demonstrates organizational values, moral principles, and accountability in behavior, character and action. Defends intellectual freedom and patron confidentiality.

Professional & 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 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.

Conflict Management

Manages own reactions and resolves workplace conflicts in tandem with others effectively, works constructively; finds common ground and seeks appropriate solutions, can hammer out tough agreements and settle disputes inclusively and equitably.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- Bachelor's degree in computer science, information technology, business administration or related field.
- Three to five years of directly related, progressively responsible experience working in a personal computer environment, preferable in a library and customer service related position, including at least three years of supervisory experience

SPECIAL REQUIREMENTS

Valid Washington driver's license.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is changing tasks depending upon the shift and will at times frequently stand and walk and up to constantly sit. Will frequently reach at all levels. Neck rotation may be up to frequent. Frequent bending and twisting at waist and occasional squat or sitting on ground while hooking up equipment and performing regular duties. Constantly using hands in conjunction with finger use and frequent keyboarding, this handling or keyboarding may be repetitive up to occasionally. Seldom required to climb stairs and ladders and up to frequently operating foot controls. The employee will frequently lift 20 pounds, occasionally lift up to 60 pounds, and seldom lift in excess of 75 lbs. Employee will frequently push/pull light force and seldom push/pull carts and pallet jacks using moderate force.

WORK ENVIRONMENT

Work is performed in a normal office environment and/or driving to/from locations in KCLS vans, trucks and cars. Work involves constant sitting and extensive close work (eyestrain) and PC monitoring.

Advancement Possibilities:

Open 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