Job Title: Technology Supervisor

Location: Lebanon Library – with work in Honaker, as needed.
Reports To: Director of Library Services
Position Type: Depends on Applicant – Full-Time | Part-Time

Position Overview: The position is responsible for technology development and implementation in the library, including staff training, and maintenance of computer equipment. The position administers the library's Integrated Library System (ILS) and ensures there is adequate hardware to support the ILS. The position will also investigate emerging technologies for use at the library, maintain the library's website, and instruct both staff and community members on the use of new and emerging technologies. The Technology Supervisor will act as liaison between the library's outside IT contractor and staff.

Essential Job Functions

System Administrator for Integrated Library System

- Create and run reports for collection maintenance, patron issues, history, backups and other data reports, as requested.
- Update settings, policies, and notices within the ILS.
- Train staff on ILS functions.
- Act as liaison with ILS vendor corporate support. Oversee contract compliance, review vendor bills, and recommend upgrades.
- Troubleshoot computer and network problems for staff.
- Contact ILS support about technical issues.

Information Technology

- Investigate emerging technologies to make the library more accessible to users.
Set-up new technologies to make staff communications easier.
Maintain and update the website and web calendar.
Help resolve equipment malfunctions affecting computers, printers, and copy machines.

Liaison to IT Contractor

- Coordinate with IT contractors to update, re-evaluate, and set-up work plans.
- Set-up new staff e-mail accounts and delete old accounts.
- Prepare and submit E-Rate documentation each year.

Non-essential Job Functions

Prepare signs, bookmarks, and flyers for Youth Services.
Prepare social media posts and other marketing materials.
Other duties as assigned

Qualifications, Education, Experience, and Skills Required

Minimum: High School Diploma or G.E.D. Associates or Bachelor's degree preferred. Minimum of two years of library and computer experience preferred.

Knowledge of basic computer functions (MS Office, Google, Windows), including an aptitude for learning, maintaining, and explaining the operations of the ILS and the library's public internet service.

Ability to instruct and train non-professional library staff.

Ability to communicate effectively, orally and in writing.

Ability to establish and maintain effective working relationships with others.

Ability to interpret library resources and services to the general community.

Ability to troubleshoot basic computer hardware, software, and network problems.

Ability to create web graphics and marketing materials.

Willingness to participate in continuing education.

Ability to work with limited supervision.

Physical and Environmental Conditions

Work on occasion demands heavy physical effort in the handling of materials, boxes, carts and equipment. Occasionally lifts and handles items weighing up to 50 pounds; regularly bends, pushes, and pulls.

The work environment involves everyday risks which require normal safety precautions typical of such places as offices, meeting rooms, and libraries, e.g., the use of safe work place practices with office equipment, avoidance of trips and falls, and observance of fire regulations.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.