



**TO:** Plymouth District Library Board      **DATE:** May 11, 2022  
**RE:** Assistant Director Position,      **FROM:** Shauna Anderson,  
Approval      Director

Melanie Bell has served as Head of IT since 2019. She also took on the responsibility of Interim Director during my transition to the library last June. Since that time, Melanie has been an invaluable support to the operations of the library, to the extent that her regular duties currently eclipse her job description.

I propose to change Melanie's job title from Head of IT to Assistant Director. I have attached her current job description along with a proposed job description for her new title that encompasses all the duties that she has the ability to successfully support going forward. A drafted organizational chart is attached to this packet that includes all of my suggested amendments.

Resolved by Trustee \_\_\_\_\_, seconded by Trustee \_\_\_\_\_, to change Melanie Bell's job title from Head of IT to Assistant Director

AYES \_\_\_\_\_

NAYS \_\_\_\_\_

# JOB DESCRIPTION

## ASSISTANT DIRECTOR

### JOB SUMMARY:

Under the direction of the Library Director, the Assistant Director will be responsible for the backend operations of the institution– overseeing day-to-day support for IT, Facilities, HR, and Finance. A person in this position would be called upon to act as Person-in-Charge and report to the Board of Trustees in the director's absence.

### JOB DUTIES:

An employee in this position may be called upon to do any or all of the following duties. These examples do not include all of the duties which the employee may be expected to perform.

- Facilitate procedural operations across the library
- Provide oversight in grant administration, accounts payable, and payroll
- Coordinate contract processes across library vendors
- Maintain updated emergency procedures
- Support internal staff training
- Manage project development and implementation across library departments
- Oversee day-to-day needs of Facilities, IT, HR & Finance departments.

### REQUIRED KNOWLEDGE, SKILLS, ABILITIES, AND MINIMUM QUALIFICATIONS:

The recommendations below are representative of the knowledge, skills, abilities, and minimum qualifications necessary to perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

- Knowledge of the principles and practices of public library functions
- Awareness of current trends in library operations
- Strong demonstration of project management skills
- 3+ years of experience in a managerial and/or administrative position

## PHYSICAL DEMANDS AND WORK ENVIRONMENT:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential duties of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform these duties.

While performing the duties of this job, the employee is required to communicate with others in person and on the telephone. While performing the duties of this job, the employee is occasionally exposed to wet and/or humid conditions; high places; airborne particles; and outside weather conditions. The noise level in the work environment can range from quiet to very loud, depending on the location of work and task being performed.

## **Job Description: Head of Information Technology**

### **Position Summary:**

The Head of Information Technology is responsible for leading initiatives that will provide dynamic, reliable, and innovative technology service for our staff and library users. Under the general direction of the Director, the Head of Information Technology is responsible for the planning, managing, and the security of the Library's network systems, personal computers, website, telephone and voice mail systems. Supports public and staff technology use. Investigates and recommends emerging technologies to meet the library's mission and goals. Manages, maintains, and provides technical support for all servers and network equipment as systems administrator. Supervises technology staff with support of Information Technology Coordinator. Participates in the development of library and Information Technology Department long-range plans and budgeting. Member of the library's leadership team.

This is a full-time (40 hours per week), permanent position. Pay Grade 13.

**Reports To:** Library Director

### **Salary and Benefits**

\$72,300.00 - \$92,200.00, with opportunity for growth to \$104,100.00 (Pay grade 13)

### **Responsibilities:** (These examples do not include all of the tasks that may be expected)

- Provide future driven innovative technology service to the Plymouth community.
- Day-to-day administration of the Information Technology Department.
- Planning, implementation, integration, administration, security and maintenance of library network systems.
- Responsible for system backups, data integrity and plans for high system availability and disasters.
- Keeps full and up to date documentation of technology configurations.
- Maintain system security, statistics and records.
- Manage software licensing and updates and inventory of equipment.
- Prepare technology related purchase recommendations, including comparative vendor quotations for Board review.
- Train and assist staff and public in use of library technology.
- Recruit, train, motivate and supervise technology staff.
- Encourage staff development and growth through training, conferences and workshops.
- Attend, conduct, and participate in staff meetings and educational opportunities.
- Present strong personal leadership skills.
- Represent the library and present at local, regional, state or national professional organizations.
- Stays informed of library news and events via review of all forms of library communication. Contributes content as appropriate.
- Support Plymouth District Library and Information Technology Department mission, values and goals and the library's strategic plan.
- Performs other duties as assigned.

### **Required Qualifications:**

- Bachelor's degree in computer science or related field or an equivalent combination of education and experience that encompasses the knowledge and skills typically acquired by this degree.
- Three years supervisory or management experience in a public library or comparable customer service environment.
- Five years of professional IT experience.
- Familiarity with current versions of Microsoft Windows Workstation, Microsoft Windows Server, Microsoft Office, Red Hat/CentOS Linux, Cisco switches, Meraki access points, VMWare, Checkpoint firewall, and other computer related hardware and software.
- Ability to be on call for occasional, unscheduled system problems.
- Effective time management skills necessary to work on multiple projects. Must be able to meet deadlines and establish timetables.
- Maintain confidentiality and discretion.
- Active listener with strong oral and written communication skills, including the ability to explain technology concepts in user friendly terms.
- Delivers high level of service to the staff and the public.
- Ability to prioritize duties and tasks, work independently, and assume responsibility.
- Analytical ability and problem solving skills.

### **Additional Skills, Knowledge, and Abilities:**

- Ability to obtain certifications including Microsoft Certified Systems Engineer (MCSE), Red Hat Certified Systems Engineer (RCSE) & Cisco Certified Network Administrator (CCNA).
- Grant writing and federal funding program experience.
- Experience with budget development and management.
- Demonstrated ability to research, recommend and development technologies.
- Experience directing outside vendors and contractors.
- Ability to bend, reach and climb under and above desks and furniture.
- Manual dexterity to work with small parts in tight, difficult to reach locations.
- Physical ability to lift/carry/push/pull computer equipment up to 50 pounds.
- Ability to communicate in writing and verbally.
- Visual acuity necessary to accurately read computer screen displays.
- Ability to answer telephone and spoken inquiries.

### **Working Conditions:**

Environmental Conditions: Work is performed primarily in a public library and/or office setting. Majority of assigned time will be working directly with the public and staff, either individually or in groups. Noise level is quiet to medium. Temperature level is normal indoor range, year-round.

Machines/equipment representative, but not all-inclusive of those commonly associated with this position: servers, firewall, access points, computers, keyboard, scanners, printers, photocopiers, digital/handheld communication equipment, cable and wiring connectors.

**Other conditions:**

Flexibility in scheduling required; this position may include evenings, Saturdays, and Sundays throughout the year. Some travel may be required to attend meetings, conferences, or training.

*This job description is intended to describe the general nature and level of work being performed by a person assigned to this job. They are not to be construed as an exhaustive list of all job duties that may be performed by the person classified.*

