



**TO:** Plymouth District Library Board

**DATE:** May 6, 2022

**RE:** IT Coordinator Position,  
Approval

**FROM:** Shauna Anderson,  
Director

To provide additional support to our Technology team as Melanie Bell transitions to Assistant Director, I propose adding a Full-Time Technology Coordinator position that would oversee the routine management of the library's technology needs and IT staffing schedules.

Funding is available in the current budget to support this position for the rest of the fiscal year and beyond.

Attached is a proposed job posting and description along with supplementary organizational chart.

Resolved by Trustee \_\_\_\_\_, seconded by Trustee \_\_\_\_\_, to approve adding a Full Time Technology Coordinator position that would oversee the routine management of the library's technology needs and IT staffing schedules.

AYES\_\_\_\_\_

NAYS\_\_\_\_\_

# JOB POSTING

## IT COORDINATOR

HOURS:	Exempt, 40 hours/week Schedule includes days, evenings, and weekends
STARTING SALARY:	\$58,900-\$71,900 with opportunity for growth to \$84,800 Grade 12 Placement commensurate with experience
BENEFITS:	Vacation and sick time, holiday pay Employer paid life and disability insurance Medical insurance, dental insurance, vision reimbursement 457 defined contribution retirement plan with employer matching Continuing education opportunities, both regional and national

### WHAT WE ARE LOOKING FOR:

We are looking for an engaging, creative, organized candidate to manage the library's in-house technology team. The ideal candidate will have previous experience in public libraries and technology and can demonstrate an ability to support the staff, patrons, and technology for Plymouth District Library community .

### OUR LIBRARY & COMMUNITY:

Plymouth District Library is located in busy downtown Plymouth, MI, midway between Detroit and Ann Arbor. We serve the Plymouth Community which is comprised of 36,650 residents living in the City of Plymouth and the Charter Township of Plymouth, as well as the patrons of 75 Detroit-area libraries through a reciprocal borrowing agreement facilitated by The Library Network.

The library serves as a significant community hub and maintains strong partnerships with local and regional community groups, governments, schools, businesses, and cultural organizations. Plymouth's rich history has included the library for nearly 100 years. Strong

community support has resulted in a dedicated perpetual millage, a robust Friends organization, and more than 100 adult volunteers. Pre- pandemic, over a 1,000 visitors a day used the library to participate in programs, use our meeting and study rooms, borrow materials, use technology, and connect with others.

The library contributes significantly to the high quality of life available in the Plymouth community. Our sense of community is created by beautiful neighborhoods, spacious parks, robust sport, education system, cultural and arts organizations, and dedicated community service organizations. Our vibrant, walkable downtown is full of unique shops, restaurants, entertainment and recreational options, all surrounding Kellogg Park as the centerpiece and host of year-round events. The library is just steps from all of this in our central downtown location and plays an active role in community events.

Plymouth District Library is an equal opportunity employer. We seek to represent and reflect our community in all that we do. Plymouth District Library does not discriminate on the basis of race, color, national origin, age, marital status, sex, sexual orientation, gender identity, disability, religion, height, weight, or veteran status.

## TO APPLY:

Email a thoughtful cover letter and resume to Kwamsia Seals, HR & Business Administrator at [humanresources@plymouthlibrary.org](mailto:humanresources@plymouthlibrary.org). Applications due \_\_\_\_\_ at 4pm.

# JOB DESCRIPTION

## IT COORDINATOR

### JOB SUMMARY:

Under the direction of the Assistant Director, the IT Coordinator will supervise the IT staff. They will also research, configure, maintain, and improve the Library's computing environment. This position requires an understanding of network infrastructure, servers, printers, online catalogs, phones and firewalls. This position works as part of the library leadership to explore more efficient ways of handling our technology as well as exploring, recommending, and implementing emerging technologies. It is important that this person is good at providing clear and friendly communication to both staff and patrons.

### 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.

- Providing excellent technical support to staff and patrons
- Planning, managing, deploying, securing, and backing up the Library's network systems, computers, servers, websites, telephone system, copiers/printers, and email systems.
- Managing, analyzing and updating the Library's wireless network, and network connectivity through regular oversight, maintenance and improvement strategies, including working with outside network contractors if necessary
- Evaluating, recommending, deploying and maintaining software and hardware: troubleshoot issues as needed.
- Maintain, and monitor firewall, filters, and other security measures.
- Create and maintain all documentation for library systems.
- Establish and execute appropriate backup procedures with onsite and offsite backup copies for all library data.
- Supervising part-time technology staff and assigning projects.

- Maintaining makerspace equipment in the Creative Lab and assisting staff and patrons with usage of equipment.
- Engage and contribute to professional library organizations and continuing education opportunities
- Facilitating classes for the public and training for library staff
- Purchasing new technology equipment as necessary and demonstrating an ability to stay under budget.
- Participate in long-range technology and budget planning.

## 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.

- Five years of professional IT experience
- Three years supervisory or management experience in a public library or similar environment preferred.
- Critical thinking - ability to explore and solve various problems logically and consistently
- Excellent and engaging communication skills, including ability to adapt to a variety of age groups and experience levels, recognizing the needs and sensitivities of others
- Demonstrable aptitude in explaining the usage of technology resources and services
- Experience with networking and server maintenance (DNS, DHCP, file sharing, active directory, group policy, VLANs, subnetting, etc).
- Experience in deploying, updating, and maintaining workstations.
- General knowledge of networking protocols
- Strong familiarity with Windows, Linux, Google and other popular computing environments.
- Patient, friendly, and approachable demeanor. Works well with others and is able to multitask effectively.
- Ability to prioritize duties and tasks and work independently
- Works cooperatively with a team.

- Positive public service attitude
- Dependable work habits and flexibility when responding to problems.

## 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 regularly required to utilize a variety of tools including vacuums, screwdrivers, shovels, brooms and other tools requiring coordination, balance and clear sight. The employee might be required to work in areas that range from floor level to in-excess of eight feet. A ladder must be used on occasion to access fixtures and other areas. 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.

