JOB ANNOUNCEMENT

TECHNOLOGY & INNOVATION MANAGER

MEDFORD- 40 HOURS
FULL-TIME/EXEMPT
$36.23 TO $45.38 PER HOUR
$75,362 TO $94,390 PER YEAR
CLOSES JUNE 3, 2021 – OPEN UNTIL FILLED

ABOUT JCLS

With more than 200 days of sunshine each year, Jackson County, Oregon is located midway between Portland and San Francisco. The region boasts beautiful valleys and mountain lakes, wineries, wild rivers, easy access to the Redwoods and coast, and cultural entertainment to rival big cities.

Jackson County Library Services (JCLS) serves the 220,000 residents of Jackson County with 15 branch libraries. The mission of the Jackson County Library District is to connect everyone to information, ideas, and each other. We provide a wide range of children’s, teen, and adult physical and electronic resources and collections as well as outreach services, including booktalks for elementary and middle school students, services for homebound patrons, and outreach to childcare centers. Our ever-changing calendar of programs and events is diverse, including musical performances, lectures, art exhibits, classes, book groups, storytimes, and more.

THE POSITION

The Technology and Innovation Manager leads a team that focuses on the intersection of technology and library services, implementing and maintaining systems that support staff and patrons find the resources and services they need at the library. The Technology and Innovation Manager manages and oversees the organization’s daily information technology (IT) operations, as well as working with library leadership to identify and implement new technologies that support the growth and strategic direction of the organization. The Technology and Innovation Manager is involved in the strategic planning process, and makes recommendations for decision making. This role is responsible for the supervision of information technology staff.

DUTIES AND RESPONSIBILITIES

- Identify, develop, implement, and maintain efficient processes and standard operating procedures for the organization’s IT systems and department.
- Continually monitor and evaluate the efficiency and efficacy of service delivery methods and procedures.
• Plan, manage, and oversee the daily operations of the IT department, including installation, operation, and maintenance of software and hardware; user support; development of user requirement; technology needs analysis; project management; and the administration and operation of computer and other information technology equipment and telecommunications systems.
• Maintains the Library’s website, built in WordPress.
• Develop and implement business continuity protocols to minimize disruption to business operations in the event of emergency situations, power outages, or data loss.
• Fosters technology innovation at JCLS and keeps abreast of trends in the library industry, particularly trends in the use of technology in libraries.
• Identifies and implements emerging technologies for use by staff and/or patrons.
• Analyzes IT infrastructure and systems performance to assess operating costs, productivity levels, upgrade requirements, and other metrics and needs.
• Oversees security of systems, networks, and enterprise information.
• Facilitates IT security audits or investigations.
• Prepares and evaluates competitive bids and RFPs in accordance with Oregon procurement and District policies.
• Develops and maintains relationships with external IT vendors and service providers.
• Coordinates multisite IT systems via enterprise resource planning (ERP).
• Serves on the Technology Committee and leads the objectives outlined in the 3-year rolling Technology Plan.
• Manages department staff.
• Regular attendance.
• Performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES
• Excellent interpersonal skills, including the ability to interact effectively and work productively, collegially, cooperatively, and collaboratively with a variety of diverse individuals and groups in a complex and rapidly changing environment.
• Exceptional customer service skills and proven ability to develop and sustain productive customer relationships.
• Proficiency with library technologies and systems, word processing, spreadsheet and presentation software.
• Experience and/or interest in culturally diverse groups, diverse learning styles.
• Ability to confidentially and discreetly handle subject matters requiring privacy and sensitivity.
• Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.
• Ability to prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
• Ability to conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical reports to staff and board members.
• Proficiency with computer technologies such as Microsoft Office 365.
• Proficiency with web platforms such as WordPress.
• Know, understand and administer the American Library Association’s Library Bill of Rights, Freedom to Read Statement and Freedom to View Statement, recognizing that freedom of access is a fundamental tenet of a public library.
• Actively supports and respects diversity in the workplace.

QUALIFICATIONS
MINIMUM QUALIFICATIONS
1. Bachelor’s degree from a regionally accredited institution in computer science or a related field
2. 5 years of progressively responsible professional information technology experience; OR 9 years’ total years of experience.
3. 2 years of supervisory experience overseeing an information technology department, OR 2 years of supervising staff who work in an information technology department. Preference will be given to candidates with multi-site experience.
4. One industry standard certificate.

SPECIAL REQUIREMENTS/LICENSES
- Criminal background check required.
- Must have valid driver’s license and required mandatory insurance when operating a privately owned vehicle for business purposes.
- Must be able to travel to other locations to perform work, and/or attend work-related meetings, workshops or conferences.

WORKING CONDITIONS
While performing the duties of this position, the employee is continuously required to communicate by talking and listening, use of fingers and hands, repetitive motion and sitting. Frequently required to stand, walk, reach, sit and feel. Occasionally bend, stoop, grasp and rarely to feel, kneel or crawl. The position requires mobility, including the ability to move materials weighing up to 5 pounds on a regular basis such as files, books, office equipment, etc., may infrequently require moving materials weighing up to 20 pounds.

Manual dexterity and coordination are required over [75%] of the work period while operating equipment such as computer keyboard and standard office equipment.

Travel to other district locations and/or to workshops/professional meetings/conferences.

This level has a work environment that is well protected, with virtually no hazards or obstacles. There is very little element of personal risk or hazard. Job conditions are stable, usually well managed, and very comfortable. Conditions may consist of the following:
- Reading for comprehension and direction (policies & procedures)
- Speaking to share and respond
- Presenting to a wide range of ages and audiences to inspire lifelong learning
- Considerable cognitive process to make effective decisions for non-routine work
- Various equipment includes computers with a keyboard and mouse, telephone, and other electronic devices to share documents, information and discussion
- Deadlines and changing priorities with multiple demands on time

SALARY
This position is placed at range V on the JCLS salary schedule, and has a starting salary range of $75,362 to $80,058 per year or $36.23 to $38.49 per hour. The full salary range is $75,362 to $94,390 per year or $36.23 to $45.38 per hour. Placement on the salary schedule is based upon education and experience.

BENEFITS
JCLS offers a competitive benefits package including 401(a), medical, dental and vision coverage to employees and qualified dependents. Life insurance, long-term disability and supplemental additions are also available. In addition, JCLS provides generous vacation, sick leave and 11 paid holidays.

SELECTION PROCESS
After the preliminary screening, selected candidates will be invited for an initial interview. Videoconference interviews (in lieu of an in-person initial interview) will be offered. Candidates to be interviewed will be selected from applicants who most closely meet the minimum and desired qualifications. Meeting the minimum qualifications does not guarantee an interview.
JCLS reserves the right to re-advertise the position or to delay indefinitely filling of the position if it is deemed that applicants for the position do not constitute an adequate applicant pool or if funding is not available.

CONDITIONS OF EMPLOYMENT
Employees must satisfy all of the pre-employment requirements prior to appointment that include, but are not limited to; verification of their legal right to work in the United States, and a background check.

ACCOMMODATIONS
Applicants requiring reasonable accommodations in completing the application or the interview process must notify the Human Resources Department in advance.

EQUAL OPPORTUNITY EMPLOYER
JCLS provides equal employment opportunities to all employees and applicants for employment, and prohibits discrimination and harassment, of any type, without regard to race, color, religion, age, sex, national origin, marital status, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, transfer, leaves of absence, compensation, and training.

The organization employs affirmative personnel measures to ensure the achievement of equal employment opportunities in all aspects of employment, and the work environment. These policies of nondiscrimination will prevail throughout every aspect of the employment relationship, including recruitment, selection, compensation, promotion, transfer, layoff, termination, training, and conflict resolution.

APPLICATION PROCESS
In order to be considered for this position, applicants must submit a JCLS Application, Cover Letter and Resume. The JCLS Application can be found at https://jcls.org/job-application. These items must be turned in to the Human Resources Department no later than June 3, 2021 at MIDNIGHT PST.

Materials can be submitted by emailing to bfo gerty@jcls.org. Only candidates with complete materials and who meet the minimum qualifications of the position will be considered.