



Department: **Community Technology**

Class Code: **703**

Revised Date: **December 2017**

FLSA Status: **Exempt**

INFORMATION TECHNOLOGY--CUSTOMER EXPERIENCE MANAGER

OVERVIEW

Spokane Public Library is transforming into the region's 21st century library. You can become part of our dynamic team to deliver high quality education for all and join us in our commitment to free and open access to information. Spokane Public Library is a Community of Learning and the Community Technology department drives the adoption of emerging technology for staff and the public. The IT Customer Experience Manager (IT CXM) position reports to the Community Technology Director and will ensure the effective operations of the IT department.

PRIMARY DUTIES AND RESPONSIBILITIES:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Provides assistance in ensuring the proper functioning, reliability, accessibility, and security of the Library's information technology infrastructure.
- Responsible for the day-to-day operations of help desk tasks; including technical infrastructure and devices at all library sites. Sets goals and arranges tasks, people and resources to accomplish the work in support of the strategic plan.
- Supervises, trains, and evaluates the performance of personnel.
- Works with other organizational leaders to craft the vision and strategic directions of the Library system.
- Analyzes customer data for usage trends and makes recommendations for service improvements.
- Provides leadership to create and maintain positive customer experience.
- Responsible to ensure that staff compliance with departmental policies, procedures, and standards of service is effectively monitored and maintained
- Addresses issues with a spirit of innovation and collaboration.
- Develops and delivers system-wide training in systems, policies, and procedures.
- Responds to inquiries and provides technical support and assistance to end users; troubleshoots and resolves various types of software issues. Assists with network security; audits and monitors for compliance with the Library's security policies and procedures.
- Solicits, responds to, and utilizes staff feedback.
- Responsible to monitor usage and ordering of supplies and necessary equipment for department and to remain within budget guidelines for these items.

JOB DESCRIPTION

Senior Information Technology Specialist

MINIMUM QUALIFICATIONS:

Education and Experience:

Bachelor's Degree in Computer Science, Computer Information Systems, OR an equivalent combination of education and experience.

Required Licenses or Certifications:

- Must possess a valid Driver's License.

Preferred Knowledge of:

- Principles and practices of information technology.
- Working knowledge of Cisco systems.
- Computer systems, hardware, and software relative to public library operations.
- Technical knowledge of computers, networks, system design and implementation, server technology, security and disaster recovery.
- Windows 7 – 10 desktop support and troubleshooting.
- Apple iOS and Mac OS support and troubleshooting.
- Experience with Windows Server—a basic working knowledge of Microsoft Windows Active Directory and Print Server Management.
- Experience troubleshooting and configuring print devices.
- Working knowledge of network segmentation and related protocols (VLANs, DHCP, DNS, etc.).
- Experience managing Voice Over IP phone systems.

Preferred Skill in:

- Coordinating and performing a variety of skilled information technology functions.
- Planning and implementing information technology projects.
- Administering, implementing, reviewing, and updating IT policies and procedures.
- Supervising, leading, and delegating tasks and authority.
- Customer service standards and protocol.
- Assisting in maintaining the functioning, reliability, and security of the Library's technology systems, databases, and related equipment.
- Providing technical support to end users and resolving various types of technology issues.
- Establishing and maintaining effective working relationships with other staff, Library departments and personnel, vendors, contractors, and the general public.
- Ability to learn and adapt quickly to changing working conditions.

Physical Demands / Work Environment:

- Work is performed in a standard office/technology environment and is subject to sitting, standing, walking, bending, reaching, and lifting of objects up to 40 pounds.