# Illinois Heartland Library System

**Position Description**

**Position Title: <u>IT Director</u>**

**FLSA:** Exempt                                   Location: Carbondale

**Employee Type:** Full-time                       Pay Type: Salaried

**Fiscal Classification:** Other Professional       **Salary Grade**: 11

**Summary:**
The Director of IT is responsible for all development of computer information resources, providing for data security and control, strategic computing, and disaster recovery.  This position is part of the Executive Team which participates in establishing strategic directions as well as goals and objectives for IHLS.

**Essential Duties & Responsibilities:**

- Develop and monitor the IT budget to include capital needs.
- Review financial information, activity reports, and other performance data to measure productivity and goal achievement and to determine areas needing cost reduction and/or program improvement.
- Negotiate and recommend contracts with equipment and service suppliers, and monitor contract fulfillment.
- Establish and implement departmental goals, objectives, and procedures.
- Direct plans, coordinates and supervises the operation of the System's network.
- Develop and oversee the management of a System-wide Virtual Private Network.
- Oversee the management of firewall, email servers, and other network-related equipment.
- Oversee the IT staff at multiple locations, giving them clear direction and tasks to accomplish.
- Explore new technologies in the industry and suggest adoption schedules of areas that will benefit IHLS.
- Provide backup of information on the System network.
- Develop a replacement schedule for technology equipment; track software licensing; renew or update software and licenses as needed.
- Provide for the protection of the network from viruses and spam.
- Develop and provide training for staff on use of the VPN and other computer equipment as needed.
- Assist the Local Library System Automation Program (LLSAP) with network issues and other duties related to the LLSAP.

- Works with representatives of ~~of Illinois Century Network and other~~ Internet Service Provider's (ISP) to provide and enhance connectivity to ~~LLSAP~~ products.
- Train IT personnel, Maintain DNS servers for multiple domains.
- Actively participate in the IHLS Executive Team to assist in planning the f goals and direction of the Illinois Heartland Library System.
- Responsible for purchases related to IT and maintaining the budget line items assigned by the Executive Director and Chief Financial Officer.
- Assist in preparation of E-Rate application.
- Recommend and organize computer and telephone related contracts and agreements.
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**Supervised by:** Executive Director

**Supervises:**   Web Developer, IT Administrator, Network Administrator, and IT Specialist

**Minimum Education and Experience:**
- B.S. Degree is in Computer Science or related field or work equivalent 2:1 or 8 years
- Six (6) years on the job training in the IT/Managerial field.
- A minimum of 4 years in progressive managerial roles or any equivalent combination of experience and training, which provides the required knowledge skills and abilities.

**Licenses or Certifications Required:** Valid driver's license or other accommodations for travel.

**Knowledge, Skills, and Abilities Required:**

- Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique,  and coordination of people and resources.
- Knowledge of principles and processes for providing customer services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Ability to considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Ability to set goals and deadlines for the department.
- Ability to analyze internal processes and recommend and implement procedural to improve operations.
- Plan, administer and control budgets for contracts, equipment and supplies.
- Proficient knowledge of computers, servers, networks.
- Proficient knowledge of common client operating systems including MS Windows, OSX, and Linux desktop software.
- Proficient knowledge of network operating languages includes Cisco IOS, PIX, AOS and Sonicwall.
- Knowledge of computer hardware and software including applications and programming.
- Ability to troubleshoot and train others on desktop software applications.
- Ability to set up and monitor a Virtual Private Network.

- Knowledge of business and management principles involved in strategic planning and resource allocation.
- Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.
- Working knowledge of the OSI network model.
- Ability to setup and troubleshoot DNS servers, DNS domain requests, and work with various DNS providers.

- Ability to troubleshoot complex network issues using a variety of network tools like sniffers and analyzers.
- Ability to establish and maintain effective working relationships with other employees, department heads, public officials, and the general public.
- Ability to be timely in responding to requests.
- Ability to be flexible, to use time wisely and to perform duties in a professional manner.
- Willingness to help others accomplish their objectives.
- Ability to troubleshoot complex problems and learn new technologies quickly.
- Ability to communicate effectively using a variety of communication mediums like: telephone, online meetings, email, IM, video conference software, and face-to-face interactions.
- Ability to demonstrate a positive attitude towards co-workers, member libraries and job duties.
- Ability to travel as required with overnight travel possible.
- Off hours availability for emergency issues.

**Working Conditions:**
Work is usually performed in an office environment. Some evening and weekend work will be required, with occasional overnight travel.

**Telecommuting:**
This position allows for occasional and regular telecommuting.

**Physical Effort:**
- Primarily sedentary work, but also requires standing, walking, stooping or crouching, kneeling, crawling, reaching, pushing, grasping, lifting, feeling, hearing and talking.
- Requires the ability to exert up to 40 pounds of force occasionally to lift, carry, push, pull or otherwise move objects.
- Clarity of vision at 20 inches or less with the ability to adjust the eye to bring objects. into sharp focus, clarity of vision at 20 or more feet, and the ability to distinguish colors.
- Ability to concentrate on detailed information over an extended period of time.
- Ability to effectively use a computer.

This job description is not intended to imply that the duties identified above are the only duties to be performed by employee(s) in this position. Employees may be required to perform other job duties as requested, subject to applicable state and federal laws. This job description or certain job functions described herein may be subject to modification in accordance with applicable state and federal laws.

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**Employee (Print Name)**

IT Director (continued)

_____      _____
**Employee Signature**                                **Date**


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**Supervisor (Print Name)**


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**Supervisor Signature**                              **Date**




**Approved June 2012**
**Revised June 2014**