Library Technical Services Supervisor

PURPOSE AND NATURE OF WORK

The single position in this classification is responsible for supervisory and technical work involved with the installation, maintenance, and repair of computers, associated hardware, and software for the Lafayette Public Library, including the integrated library system (ILS). General supervision is exercised over specialists and technicians and work is under the general direction of the Library Information Services & Technology Manager.

ILLUSTRATIVE EXAMPLES OF WORK (Note: These examples are intended only to illustrate the various types of work performed by incumbents in this class. All of the duties performed by any one incumbent may not be listed, nor does any incumbent necessarily perform all of these duties.)

Provides direction, guidance, and support to the Library technical staff, including providing training as necessary, analyzing and providing solutions to complex problems as they arise, distributing assignments, prioritizing work, advising on appropriate methods, and providing feedback via performance evaluation. Reviews and approves personal computer installations as necessary.

Keeps abreast of technological improvements, analyzes the staff and public operations, and makes recommendations on procedures based on the analysis. Performs maintenance and assures adequate maintenance contracts are kept up to date.

Takes escalated help desk calls from staff members, provides guidance on resolving the problem, and refers the call to the Library Information Services & Technology Manager (if necessary). Provides a point of contact for staff and public users; helps with entering data and expediting work through the system. Ensures that proper procedures are followed and that system problems are logged; reviews input and output for adherence to proper standards. Maintains a backup library.

Installs and implements third-party software, personal computer systems, network servers, routers, switches, and network infrastructure and evaluates output to ensure that all requirements are met. Gives technical advice.

Responsible for developing specifications for the purchase and installation of personal computers, network servers, routers, switches, and network infrastructure units. Installs, maintains, troubleshoots, and upgrades complex operating systems for both desktops and servers. Performs network upgrades via engineering releases, upgrades, patches, and utilities from the manufacturer. Provides end-user and customer support. Assists with maintaining and implementing in-house and off-the-shelf software packages. Works with the Library Information Services & Technology Manager on software, network, and program malfunctions providing support as needed. Reviews logs and reports issues to the Library Information Services & Technology Manager.

Analyzes, investigates, and advises management on all matters relating to personal computer applications, proposals and problems. Inspects personal computer installations for compliance with copyright laws. Takes calls from users with problems as referred by the Systems Support Specialist. Assists the Library Information Services & Technology Manager in installation, maintenance, and troubleshooting of personal computer networks. Compiles, maintains, analyzes, and reports on types, quantities, locations, and application of personal computer hardware, software and related equipment users throughout the organization.

Performs related work as required.

NECESSARY KNOWLEDGES, ABILITIES, AND SKILLS

Thorough knowledge computer and information systems as appropriate the Lafayette Public Library.

Ability to identify complex problems, research and identify options, and implement solutions.

Ability to manage own time effectively and to guide the time spent by others.

Ability to effectively supervise and guide the work performed by subordinates.

Ability to perform cost estimations, timeline forecasting, and other predictions in order to accurately project cost and implementation timetable.

Ability to think critically and logically.

Ability to work collaboratively with other managers, employees, departments, vendors, and consultants.

Ability to establish effective relationships and communicate effectively with City-Parish officials and employees.

DESIRABLE TRAINING AND EXPERIENCE

Possession of bachelor's degree in computer science or a closely related field of study. Education should be supplemented by professional work in a closely related field. Experience should include management and/or supervisory roles. Information technology experience in a Library environment is desired. An equivalent combination of education and experience is acceptable.