



# The Urbana Free Library

210 West Green Street, Urbana, IL 61801 • 217-367-4057 • [urbanafreelibrary.org](http://urbanafreelibrary.org)

## INFORMATION TECHNOLOGY MANAGER

Department: Information Technology

Division: N/A

Job Type: Civil Service, Non-Union

Reports To: Associate Director

Percent Time: Full-Time (39 hours per week), including evening and weekend hours

Benefits: <https://urbanafreelibrary.org/about-us/employment/full-time>

FLSA Status: Exempt

Compensation: PG-41

### JOB SUMMARY

The Information Technology (IT) Manager oversees the operation and management of all information technology-supported systems, applications, and services within the Library; is responsible for the architecture and maintenance of the Library's technology infrastructure; provides vision and leadership for the development and implementation of IT strategies and initiatives; and supervises the Library's IT staff. Exemplifies the characteristics of a collaborative, innovative, and resilient work culture and models the appropriate behavior to create and maintain this work culture. The IT Manager reports to the Associate Director.

### ESSENTIAL FUNCTIONS

#### Strategic Planning

- Participates in the development and implementation of goals and objectives to meet the Library's information technology needs; proactively engages department directors and managers on a routine basis regarding IT activities, and assesses the effectiveness of services provided for unit operations.
- Sets departmental goals and priorities.
- Develops and deploys mid-range and long-term strategic plans for efficient and cost-effective information and communication technologies.
- Maintains an awareness of technology developments and innovations that impact public libraries; monitors changes in regulations and technology that may affect operations; researches emerging products and enhancements and their applicability to Library needs.

#### System Maintenance Oversight

- Oversees the setup, configuration, administration, and maintenance of the Library's technology networks, hardware, software, and peripherals by staff; or performs these functions in the absence of IT staff.
- Oversees maintenance of hardware and software related to specialized library services, including RFID systems, or performs those functions in the absence of IT staff.
- Evaluates, selects, and recommends Library-wide technology purchases.
- Determines information requirements, boundaries, and priorities of new projects to

- evaluate current system capacity and future equipment acquisitions and system needs.
- Maintains the Library website in collaboration with other departments.
- Develops and implements policies and procedures related to network hardware and software acquisition, use, support, security, and backup.
- Develops and communicates standards for use, operations, and security of network, personal computers, and data.
- Conducts a variety of organizational and operational studies and analyses; recommends modifications to assigned programs, policies, and procedures as appropriate.
- Implements adopted information technology strategic plans, policies, and standards.
- Maintains inventory of the Library's computer hardware and software.

#### Budgeting, Finance, & Other Management

- Develops and oversees budgets for the department and authorizes departmental expenditures.
- Establishes and maintains positive vendor relationships.
- Recruits, interviews, and selects IT staff, including development of job descriptions and implementing job postings.
- Supervises IT staff, including training, evaluation and discipline, scheduling, workflow, and verification of time sheets.
- Serves as overall lead and vendor liaison for the Polaris ILS and RFID systems.
- Guides development of the Library's Technology Plan and staff technology competencies, and implements them in partnership with other departments.
- Encourages innovation among technical staff in the utilization and implementation of ideas and techniques.
- Responds to patron concerns.
- Leads departmental meetings and participates in staff meetings and committees.
- Upholds Library Code of Conduct and other Library policies and procedures.
- Prepares and updates procedure manuals.
- Participates as a member of the Library's Leadership Team.
- Represents the Library in professional organizations, maintains professional skills by attending workshops and conferences, and establishes a network of professional colleagues.
- Communicates with Library partners and outside vendors for technical support and program updates as needed to resolve Library computer technology and network issues.
- Provides staff training in the operation of computer hardware and software.
- Receives, investigates, and responds to difficult and sensitive problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
- Responsible for special projects, their management, and other duties as assigned.

#### Cybersecurity & Compliance

- Oversees functionality of and maintenance for the hardware and software for the Library's video security system and participates in pulling video captures to investigate incidents on Library property.
- Serves as liaison to the vendor monitoring the Library's security system.
- Manages network security systems, including file access control, anti-malware software, and unified threat management hardware.
- Manages PCI compliance.
- Leads the Library's cybersecurity initiatives; including the cybersecurity training program for staff.

- Collaborates with other departments on patron data privacy and protection issues.

## **JOB REQUIREMENTS**

### **Minimum Qualifications**

- Bachelor's degree in Information Systems or related field or equivalent work experience; or an equivalent combination of experience and training that can be demonstrated to provide the knowledge, skills, and abilities necessary to perform the duties of this position.
- Three years progressively responsible work experience with administering computers and computer networks in an enterprise Windows environment required; five years preferred.

### **Preferred Qualifications**

- Experience managing MS Office 365.
- At least one year of prior successful supervisory experience.
- IT certifications in ITIL, project management, or technical training.
- Experience with database systems management, CMS administration, programming, and library automation and related software.
- Bilingual skills.

### **Knowledge of**

- Microsoft Windows desktop and Microsoft Server administration.
- Cloud-hosted VOIP.
- POE camera systems and access control.
- Veeam backup and recovery.
- Identity and access management (Duo, SSO, RADIUS).
- Hyper-V administration.
- Network administration.
- Strong understanding of MS Office 365 tools (Outlook, Word, Excel, PowerPoint, Teams, SharePoint, etc.).
- Hybrid Azure Active Directory environments.
- Principles and practices of budget development and administration, as well as procurement procedures.

### **Skills**

- Strong public service and patron experience focus with a commitment to serving a diverse community.
- Excellent organizational, interpersonal, and decision-making skills to work effectively with patrons, staff, and visitors.
- Proven leadership and management skills that foster teamwork.
- Excellent communication skills and public service manner.
- Proficient computer and technology skills.

### **Ability to**

- Problem-solve and arrive at quick solutions.
- Present complex technical information to non-technical audiences and convey understanding.
- Manage complex projects on time and within budget.
- Write technical reports on subject matter for internal use.
- Design and conduct technology training sessions to enhance user effectiveness.
- Stay informed about emerging technologies.

- Identify user needs and recommend solutions.
- Proven ability to motivate, inspire, lead, and manage change.
- Work full range of Library hours as necessary; able to respond to Library technology emergencies that may occur evenings and weekends.
- Demonstrate a strong commitment to excellent public service; work with others in a team atmosphere and in a consistently approachable, cooperative, enthusiastic, and effective manner despite numerous competing requests.
- Employ best practices for employee supervision, including work planning, assignment, review, and evaluation, and the training of staff in work procedures.
- Create and manage budgets.
- Complete work with speed and accuracy and handle frequent, sudden task changes effectively.
- Plan, organize, implement, and evaluate departmental procedures.
- Prepare clear and concise reports, correspondence, policies, procedures, and written materials.
- Interpret, apply, and explain applicable laws, regulations, and policies.
- Communicate effectively both verbally and in writing.
- Establish and maintain effective and productive working relationships with co-workers and the public.
- Master complex, detailed routines.
- Plan, organize, perform, assume responsibility for, and evaluate work assignments with initiative and judgment, independently or with minimal supervision.
- Quickly develop an effective working knowledge of the Library's automation system, calendaring system, and relevant staff-side resources.
- Perceive unit as part of the Library as a whole.

#### CONTACTS: INTERNAL/EXTERNAL

- Daily contact with staff.
- Frequent contact with visitors, patrons, Library partners, and vendors.

#### SUPPLEMENTAL INFORMATION

Working Environment: The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The work will occur primarily at The Urbana Free Library.
- Occasionally, staff attend activities at off-site locations.
- Work is in close association with others.
- Work is subject to deadlines and frequent interruptions.
- Visits by and to vendors as needed.
- Must be adaptable to changing work hours and willing to working evenings and weekends.
- Occasionally works on ladders.

Physical Requirements: The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to walk, sit, talk, and hear.
- The employee is frequently required to use hands to touch, handle, feel, or operate

- objects, tools, or controls and reach with hands and arms.
- The employee is occasionally required to climb or balance, stoop, kneel, crouch, or crawl.
- The employee must occasionally lift, push, and/or move up to 50 pounds.
- See in the normal visual range with or without correction.
- Vision sufficient to read computer screens and printed documents, visually inspect work in progress, and the ability to adjust focus to both print and electronic text.
- Hear in the normal audio range with or without correction.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

The Urbana Free Library is an Equal Opportunity Employer.

Last updated: August 2026