Flathead County is an equal opportunity employer. Flathead County shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.

This job description is intended to reflect core areas of responsibility and an incumbent employees' knowledge and skill set needed to complete those functions. This document is not intended to catalog each individual duty; employees are routinely called upon to address emerging employer requirements in alignment with individual work units and assignments of jobs. 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 change.

Job Title:	Library Technology Administrator	**Job Code:** 06180	
Department:	Library	**Pay Grade:** Stnd 37	
Reports to:	Library System Director	**FLSA Status:** ☐ **Non-Exempt**	☒ **Exempt**

Department Overview: A department of Flathead County, Flathead County Library System is a Library Board governed County Library system with locations in Kalispell, Columbia Falls and Bigfork. Flathead County Library provides educational and recreational materials, programs and resources to promote literacy, inspire lifelong learning, and enrich the community.

Job Summary: Under the supervision of the Library System Director, coordinates the planning, development, implementation, and monitoring of all Library networks and computers; assists in the development and implementation of both long- and short-range planning relative to the library's information systems.

Essential Functions (Major Duties or Responsibilities): *These duties are the essential functions and are not all-inclusive of all duties that the incumbent performs.*

- Manage a functional area of the library; may include employee supervision.
- Coordinate the planning, development, implementation and monitoring of all library computer systems.
- Identify library computer systems objectives, determine method and timing of implementation, and organize equipment and activities needed to accomplish objectives.
- Investigate, troubleshoot and resolve computer hardware and software problems.
- Coordinate training and instruct staff and customers in the use of software programs, internet, public computers and library equipment.
- Monitor and provide support for internet access, wireless access, and public computers.
- Support network server and maintenance operations.
- Provide direction in the design and development of new systems; ensure interaction and integration of new systems with existing systems both in-house and with cooperating inter-jurisdictional programs.
- Identify opportunities for service delivery improvements; make recommendations suggesting computer system actions, solutions, and changes to the library administration based on changing circumstances and needed adjustments.
- Respond to and resolve questions and problems from users.
- Maintain vendor records and inventory of work activities as appropriate; manage compliance with software and hardware licensing.
- Manage the library computer replacement program.

- Coordinate development and maintenance of Library website.
- As a member of the Library Management Team, participate in discussions to analyze recommendations, provide input on library policy issues, budget, and future plans.
- Attend professional meetings and maintain active membership in local, state, and regional organizations relative to information technology in libraries.
- Maintain and promote excellent customer service; adhere to the strategic plan to ensure that the library addresses community needs.
- Models Flathead County Library core values.
- Fills in, as necessary, in other departments of the library.

Non-Essential Functions:
Incumbents may be requested to perform functions relevant to the position but not listed above.

Physical Demands and Working Conditions:
The work requires physical exertion such as bending, walking and lifting boxes up to 40 lbs. Must be able to sit, stand, walk, kneel, stoop, crouch, climb, crawl and lift. Work is performed in a library environment and varying shifts may be required. Travel by motor vehicle is required to different sites within the County.

Supervision Exercised: The primary function of this job is not in a supervisory capacity.

Knowledge, Skills, and Abilities:
Knowledge of:

- Standard library theories, principles, and objectives of a public library system
- Established library methods, techniques, services, and materials
- Principles, methods, and techniques of computer systems analysis and design
- Technical aspects of various computer operating systems, network equipment and software
- Standard PC applications including database, word processing, spreadsheets, Web browsers, and similar computer software
- Functions and capabilities of one or more library computer systems
- Internet functioning and architecture
- Local area networking principles and practices
- Wide area networking principles
- Principles, security, and best practices of shared public use computers
- Principles and practices of project planning, supervision, and library management

Skill in:

- Planning, organizing, and presenting programs to the public
- Presenting information to and responding to questions from groups of managers, vendors, customers, colleagues, and the general public
- Developing and implementing long-range goals
- Working both collaboratively and independently
- Recognizing and adopting innovative solutions
- Working in a diverse environment

Ability to:

- Coordinate and administer the planning, development and implementation of all library computer systems
- Identify library computer system objectives, determine method and timing of implementation, organize equipment and activities needed to accomplish objectives.
- Reason logically and creatively to define and solve a wide variety of problems, reach practical and logical conclusions and assure that effective changes are implemented
- Investigate, troubleshoot, and resolve computer hardware and software problems
- Assist in the investigating, troubleshooting, and resolving of LAN and WAN technologies
- Systemically document procedures and processes relating to specialized and routine tasks and write technical documentation in a clear and concise manner
- Develop and coordinate training on the library's technology systems.
- Communicate effectively both orally and in writing and maintain cooperative relationships with those contacted in the course of work
- Take initiative in advancing technical expertise to keep up with the constantly changing computer field
- Perform and meet deadlines in a demanding, multi-task environment
- Effectively supervise and train subordinate staff
- Establish and maintain effective working relationships with supervisor, subordinates, coworkers, community members, partner organizations, and library customers
- Function independently of constant, direct supervision; ability to use independent judgment to resolve customer concerns
- Think creatively; suggest both solutions and methods to gather data
- Pay close attention to detail while keeping the big picture in mind
- Communicate effectively, patiently and courteously, both verbally and in writing, with employees, customers, and other community members
- Remain flexible and positive in an environment of constant change
- Accept responsibility for outcomes of actions and focus on personal growth
- Provide guidance to volunteer or student help
- Learn and abide by Flathead County Library System policies, procedures, and core values
- Remain flexible in working a varied schedule including nights and weekends, and at branches
- Take a teamwork approach by cooperating with others, offering to help others when needed, and consider larger organization or team goals
- Obtain and maintain a valid Montana driver's license and safe driving record

Education and Experience:
Master of Library Science or equivalent degree with major coursework in computer science, electronics technology, information systems, or a related area, plus two years' experience involving management of information systems; or any equivalent combination of education, experience and training which indicate possession of the knowledge, skills and abilities listed.

Action	Date	Reference
Adopted	10/13/05	Commissioners' Minutes
Revised	04/10/06	Commissioners' Minutes
Revised	04/15/08	Commissioners' Minutes
Revised	09/27/10	Commissioners' Minutes
Revised	07/14/11	Commissioners' Minutes
Revised	06/26/13	Library System Board Meeting Minutes
Revised	07/01/14	HR Salary Recommendation Transmittal Signed 5/28/2014
Revised	10/26/23	Library Board of Trustees Meeting Minutes
Revised	12/05/24	Library Board of Trustees Meeting