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 Manager	**Job Code:**	06180
Department:	Library	**Pay Grade:**	Stnd 35
Reports to:	Library Director	**FLSA Status:**	☐ **Non-Exempt** ☒ **Exempt**

Department Overview: A department of Flathead County, Flathead County Library 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 direction of the Library Director, the Library Technology Manager oversees technology systems and infrastructure at all library locations.
This position is responsible for maintaining computers, networks, telecommunications, security cameras, door access systems, and other technology resources that support library operations. The Technology Manager plans technology improvements, coordinates vendors, supports staff and public technology, and helps ensure safe, secure, and reliable technology services throughout the library system.

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 technology systems across all library locations.
- Plan, implement, maintain, and monitor library computers, printers, servers, networks, wireless access, and telecommunications systems.
- Develop and implement short- and long-range technology plans that support library service goals.
- Troubleshoot and resolve hardware, software, and network issues.
- Provide technology training and support to library staff.
- Manage technology upgrades, projects, and equipment replacement schedules.
- Research and recommend new technology solutions to improve library operations and customer service.
- Respond to and resolve questions and problems from patrons and staff.
- Monitor compliance with software licensing and technology policies.
- Manage computer and equipment replacement schedules.
- Coordinate development and maintenance of Library website.
- Provide regularly scheduled public service desk coverage and assists patrons with technology support, digital resources, and general library services.
- As a member of the Library Leadership Team, participate in discussions to analyze

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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.
- Delivers excellent customer service to internal and external customers.
- Model and support Flathead County Library Values.

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 library facilities and varying shifts may be required. Travel by motor vehicle is required to different sites within the County.

Supervision Exercised: This position may include supervision of employees.

Knowledge, Skills, and Abilities:
Knowledge of:
- Computer hardware, software, and operating systems.
- Network design, administration, and troubleshooting.
- Wireless networking and internet technologies.
- Cloud-based and enterprise technology systems.
- Security camera and video surveillance systems.
- Electronic door access and entry control systems.
- Cybersecurity principles and best practices.
- Technology project planning and implementation.
- Public library operations and customer service principles.

Skills in:
- Diagnosing and resolving technology issues.
- Managing multiple projects and priorities.
- Training and supporting users with varying technology skills.
- Communicating technical information clearly and effectively.
- Working collaboratively with staff, vendors, contractors, and community partners.
- Organizing records, inventories, and technical documentation.

Ability to:
- Manage technology and security systems across multiple locations.
- Analyze problems and develop practical solutions.
- Learn and adapt to changing technologies.
- Work independently while maintaining strong collaboration with others.
- Prioritize competing demands and meet deadlines.
- Maintain positive working relationships with staff, patrons, vendors, and community

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partners.
- Communicate effectively in person, over the phone, and in writing.
- Exercise sound judgment regarding technology reliability, security, and customer service.
- Obtain and maintain a valid Montana driver's license and safe driving record.

Education and Experience:
Bachelor's degree in Information Technology, Computer Science, Information Systems, Library Technology, or a related field, and at least three years of progressively responsible technology management experience preferred.
Equivalent combinations of education, training, and experience that demonstrate required knowledge, skills, and abilities may be considered

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	12/5/2024	Library Board of Trustees Meeting
Revised	PENDING	Library Board of Trustees Meeting

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