

JOIN THE LA LAW LIBRARY TEAM!

ABOUT US

LA Law Library is the second largest public law library in the United States and a vibrant community education center, providing public access to legal knowledge and putting national and international sources of law into the hands of those seeking legal information. In addition to acting as the curator and cultivator of a superior collection of legal resources comprised of nearly one million volume equivalents -- including one of the nation's largest foreign and international law collections, LA Law Library serves a gateway to legal information and a navigator facilitating access to the legal system for those who do not have or cannot afford legal representation.

If you are a well-organized and energetic individual who welcomes the idea of working for the public good, creating innovative and useful technology solutions and collaborating with a highly skilled group in a quick-paced environment, then we have a position for you!

POSITION SUMMARY

The Technology Manager is a supervisory position, responsible for providing a reliable, responsive, efficient, safe and secure information systems platform for library service delivery and hands-on management and support of our LA Law Library Data Center. The Technology Manager reports to the Senior Director for Information Services and is a member of the Executive Team.

To be considered for this unique position you must possess the following:

- B.S. in computer science or equivalent
- At least seven (7) years of related experience with at least three (3) years in a management capacity.
- Demonstrated leadership skills and supervisory experience with a focus on documentation, long range and disaster recovery planning.
- Ability to balance priorities and meet deadlines; strong commitment to enhancing service through teamwork and proactive approach to library information services.
- A strong technical background and familiarity with virtualized environments (VMWARE), network hardware, software, internet protocols and database applications (MYSQL/MS-SQL). Systems certification in network/OS support such as CCNP, VMWare or MCSE preferred.
- Experience in performing and managing software development and programming
- The ability to work effectively under pressure and to manage multiple priorities under deadlines.

We are dedicated to the support of our employees' health and wellbeing by offering a comprehensive benefits package including:

- Choice of free onsite parking or public transportation reimbursement.
- Choice of multiple health care plans including Vision & Dental HMO and PPO options.
- Participation in the CalPERS retirement program.
- CalPERS supplemental income 457 plan.
- Opportunities for continued education.

For a complete list of responsibilities for this unique position and instructions on how to apply please visit <http://www.lalawlibrary.org/careers> today.

LA Law Library is an equal opportunity employer who actively supports diversity in the workplace.

LA LAW LIBRARY JOB DESCRIPTION

Title:	Technology Manager
Department:	Technology Services
Focus:	Information Technology Services
Reports to:	Senior Director, Information Services
Position(s) Supervised:	Systems Administrator, Helpdesk Analyst, Technician (Scan), Aides (Scan)
FLSA Status:	Exempt
Salary Grade:	6
Union Status:	Ineligible for Representation
Effective Date:	

Position Summary

Under the general supervision of the Sr. Director, Information Services, the Technology Manager is responsible for providing a reliable, accurate, responsive, efficient, safe and secure information systems platform for library service delivery and hands-on management and support for our LA Library Data Center in a heterogeneous computing environment. Duties include troubleshooting system and LAN/WAN problems, routine administration tasks, performance tuning, capacity planning, security administration, documentation, applications and script level programming support, end-user support and software installs and upgrades.

Responsibilities and Duties

Planning

- Assist the Executive Director and the executive team with long range planning and the development of operational and staff goals
- Analyze user needs and recommend new projects, programs and services for various user groups
- Develops and analyzes information on employment growth and business needs to determine future network infrastructure requirements.
- Participate in staff meetings, departmental committees and library-wide team activities
- Participate in cooperative and professional association activities to maintain professional awareness and ensure high level of currency in all services
- Assist with development of policies and procedures for responding to user comments, complaints and questions

Technology

- Manage data and voice network operations; including staff and public computing, application software and telecommunications, as well as specific facility, meeting room and materials management systems.
- Monitor overall system performance, implements improvements, and works with the management team to develop long-range technology plans.
- Develop, document and implement network administration policies and processes.
- Maintain and troubleshoot hardware, software, and network issues. Ensure system integrity, reliability, responsiveness, security and compliance with library policies, e.g., Internet use. Maintain a regular backup schedule and off-site backup storage.
- Develop and implement technology plans. Deploy sound project management practices including goal/problem identification and decision analyses.
- Ability to administer MS solutions, an active directory domain, group policies, roaming profiles, remote desktop terminal services, firewalls, VOIP, backups, content filtering, MS Exchange, meeting room control systems, library automation systems and other applications used in legal organizations and large libraries.
- Responsible for troubleshooting system and LAN/WAN problems, routine administration and maintenance of a computer network system in a heterogeneous computing environment.
- Responsible for repairing, diagnosing, maintenance and installation of all micro computer/network hardware and software.
- Responsible for developing and maintaining help-desk and computer operator procedures.
- Responsible for maintaining all server and network device documentation and maintaining system administration logs
- Review and maintain new and existing service contracts for hardware, software and telco/data service providers.

Staff Responsibilities

- Provide management, direction and guidance for specific assignments, projects and programs and ensure communications of project plans to supervisors and involved co-workers
- Ensure instruction and training for new products and services developed for LA Law Library users
- Coordinate required staff training, develop team and cross training process activities through in-service training, continuous education and extended learning opportunities
- In conjunction with Human Resources, assist with job announcements, recruitment and hiring of staff
- Evaluate staff performance through regularly scheduled and annual evaluation process; recommend merit and promotional opportunities, discipline and termination
- Participate in hiring, evaluation, counseling, and disciplining of direct reports.
- Report and act on violations of the Law Library's policies including its non-harassment policies.

Other Responsibilities

- Participate in seminars, workshops, lectures, tours and orientations for users
- Attend professional activities and conferences; represent the Law Library in local, state and national

associations

- Read professional literature and contribute to professional publications
- Foster team management by establishing and nurturing a work environment that will establish and maintain a high level of morale and productivity
- Other duties as required

Position Qualifications

Required

- Demonstrated leadership skills and supervisory experience with an interest in long range planning and other administrative functions.
- Solid knowledge of legal library technology. Demonstrated competence in working with integrated library systems, (Voyager strongly preferred), OCLC, vendor databases, accounting databases and systems. Demonstrated knowledge of legal publishing industry;
- Demonstrated proficiency in standard PC applications and ability to learn and implement new technologies.
- Ability to balance priorities and meet deadlines; strong commitment to enhancing service through teamwork and proactive approach to library services.
- A strong technical background and familiarity with Internet, network hardware and software protocols and database applications. Systems certification in network/OS support such as CCNP, HP, SUN, VMWare or MCSE.
- Experience in performing and managing software development and programming
- Familiarity with Microsoft Office, e-mail, web browsers, and Adobe Acrobat.
- A solid understanding of information technology and its applicability to the library's internal operations and the provision of member services.
- The ability to work effectively under pressure and to manage multiple priorities under deadlines.
- Excellent interpersonal, written and verbal communication skills, problem-solving, organizational and mediation skills. A demonstrated ability to work harmoniously in a team setting.
- A high degree of creativity and flexibility. Must be able to work independently with minimum supervision, possess the flexibility to work off-hours, be available by SMS and able to handle numerous projects simultaneously.
- The ability to manage professional, paraprofessional and technical staff.

Preferred

- B.S. in computer science or equivalent
- At least seven (7) years of related experience with at least three (3) years in a management capacity.
- Experience with native VOIP/SIP/STUN configuration and QOS
- Knowledge of professional law librarianship concepts, principles and practices
- Demonstrated writing ability, including full report analysis and comparison
- Teaching or training experience

Work Environment

Will be working in an office environment

Physical Abilities Required

- Requires the ability to lift, push, pull up to 50 lbs..
- Sitting at a desk: short time, 15 minutes and/or medium, 15-45 min. on a regular basis; on rare occasions, to complete complex projects or tasks, long periods of 45+ min. may be required.
- Must be able to travel from one branch or partnership location to another.

Approvals

Immediate Supervisor

Date

Senior Director

Date

Human Resources

Date

Executive Director

Date

Statement of Employee

I understand the position and its responsibilities and expectations as described above. The above statements describe the level of work performed in general terms. The statements are not intended to list all the responsibilities, duties and/or skills required of employees so classified. The content herein is subject to change, with or without due notice.

Signature _____ Date _____

Print Name _____

Distribution: Original - Human Resources, Copies - Supervisor, Employee