2026

Job Title: Technology Services Manager

Department: Technology

Pay Range: $35.00 - $42.00 per/hr

Immediate Supervisor: Assistant Director

Positions Supervised: Technology Specialists, Tech Team Volunteers

Position Summary: The Technology Services Manager leads the library's technology operations and ensures that its systems are reliable, secure, accessible, and responsive to staff and community needs. This hands-on department head supervises a small team, coordinates managed service providers and other vendors, and advises library administration on technology planning, risk, and investment. The position combines day-to-day technical problem-solving, organizational leadership, and scheduled service at the library's Information Desk (public service desk).

Job Responsibilities:

Department leadership and planning

- Supervise, train, schedule, support, and evaluate department employees and assigned volunteers; establish work priorities and promote responsive, respectful service.
- Develop and implement technology goals, replacement schedules, procedures, documentation, and project plans aligned with the library's strategic priorities.
- Advise administration on technology needs, opportunities, risks, and emerging tools; collaborate with other department heads on service improvements.

Systems, infrastructure, and support

- Oversee the operation, maintenance, troubleshooting, and improvement of servers, networks, wireless systems, workstations, printers, telephones, audiovisual equipment, and other library technology.
- Administer or coordinate the administration of Windows-based systems, identity and access management, Microsoft 365, software deployments, and endpoint support.
- Maintain a clear technology support process, asset inventory, technical documentation, and procedures for system upgrades and service interruptions.

Cybersecurity, privacy, and continuity

- Coordinate cybersecurity controls and risk reduction with administration and service providers, including access management, patching, endpoint protection, backups, monitoring, and incident response.
- Support implementation, review, staff training, and documentation of the library's cybersecurity program and applicable requirements, including Ohio Revised Code 9.64.
- Help protect patron and staff information and plan for continuity and recovery of critical technology services.

Vendors, procurement, and fiscal stewardship

- Serve as primary operational contact for managed service providers, technology contractors, consortium partners, and software vendors; track issues and service performance.
- Develop departmental budget requests, evaluate options and quotes, recommend purchases, monitor expenditures, and plan technology lifecycles.
- Oversee technology contracts, renewals, licensing, subscriptions, warranties, and related records in coordination with library administration.

Library technology and public service

- Support the library's integrated library system, public computers, online resources, digital services, meeting and study-room technology, and other patron-facing systems in coordination with relevant departments and consortium partners.
- Coordinate technical aspects of library websites and online platforms with staff responsible for content, communications, and patron experience.
- Provide staff guidance and technology training; work scheduled shifts at the library's Information Desk and assist patrons with library services, basic technology questions, and routine public service transactions.

Required Qualifications:

- Bachelor's degree in information technology, computer science, information systems, or a related field, or an equivalent combination of education, professional training, and relevant experience.
- At least three years of progressively responsible experience supporting networked computer systems, including practical troubleshooting and systems or network administration.
- Demonstrated ability to lead projects, organize work, coordinate with vendors, and guide or supervise others.
- Working knowledge of Microsoft 365, Windows environments, networking fundamentals, cybersecurity practices, and IT support processes.
- Strong judgment, organizational skills, and written and verbal communication; ability to explain technical issues clearly to nontechnical colleagues and patrons.

Preferred Qualifications:

- Experience in a public library, other public-serving institution, or similarly varied IT environment; familiarity with library systems or shared-service consortia.
- Experience working with a managed service provider, responding to security incidents, or coordinating business continuity activities.
- Experience with cloud services, audiovisual systems, website content management systems, or technology training.

Illustrative Duty Modules:

80% Technology management and operations:

- Lead department personnel and projects; coordinate service providers, vendors, technology budgets, and purchasing.
- Maintain and support IT infrastructure, equipment, library systems, digital platforms, and staff technology needs.
- Coordinate cybersecurity, privacy practices, technical documentation, upgrades, and continuity planning.

20% Public Service Duties:

- Help patrons use library technology and digital services; contribute to technology instruction, presentations, or programs as assigned.
- Work scheduled Information Desk shifts, including occasional evening and weekend hours, as needed to meet the library's operational and public service needs.

Work Environment and Expectations

Primarily on-site work in an active public library. Occasional evening or weekend work may be necessary for projects, major outages, or special events. Duties include moving among work areas, accessing equipment, and occasionally lifting or moving equipment up to approximately 35 pounds, with reasonable accommodation as appropriate. Responsibilities may evolve with library needs and technology changes. This position requires occasional evening and weekend hours, primarily to support scheduled public service responsibilities.