Hartford Public Library is seeking a full time Director of Information Technology. This position is responsible for all technology and technology staff for the Hartford Public Library. The Director will work with the senior leadership team to ensure that technology aligns with the library goals and services and promote innovation, process improvement and effectiveness. This position will manage all IT staff, vendor and IT services including IT governance, demand management, applications portfolio, IT procurement and operations. He/she will assure that HPL technology services are robust and aligned with Hartford Public Library's strategic initiatives and provide outstanding daily service delivery to the public and private users.

Work shall include but not be limited to the implementation and maintenance of the library's technology infrastructure, including all networks, circuits, ecommerce, copier, filtering and security and end user hardware and software. The Director shall is also responsible for monitoring, problem solving, and implementing solutions and new technologies related to the library's various IT contracts, IT requirements, disaster recovery, policies, procedures and oversight of the library's E-Rate filings. This position reports to the Chief Administrative Officer, with whom he or she collaborates, plans and reviews plans, budgets, programs, reports, and makes recommendations. This employee is responsible for modeling outstanding customer service and may be consulted to advise and resolve difficult or unusual problems. Employee's primary responsibility is planning, supervising, coordinating and managing the operations of Information Technology Services. Assists in formulating system-wide strategies, policies, and procedures. Promotes achievement of system's strategic plan objectives.

DUTIES AND RESPONSIBILITIES

Strategy & Planning
- Lead library technology futures visioning and strategic technology planning to achieve library goals.
- Lead process to prioritize technology initiatives and coordinate the evaluation, deployment and management of current and future technology.
- Collaborate with library departments to develop and maintain a technology plan that supports library programs and operational needs.
- Acts as primary liaison and advocate for the library's technology vision via regular written and in person communication with senior management, department heads and staff.

Innovation & Deployment

- Identify, assess and communicate innovative technology-related investments, programs and purchases.
- Develop business case justifications and cost/benefit analyses for technology spend initiatives.
- Lead collaborative efforts to define requirements for technology implementation and communicate them to key library stakeholders.
- Lead governance to approve and prioritize technology projects.
- Collaborate and reach out to partners-technology companies, educational institutions, non-profits and foundations, vendors, city and others.

- Lead efforts to develop; maintain appropriate data analysis, dashboard and scorecard tools.

Operational Management

- Motivate and manage IT staff and IT vendors to ensure continuous delivery of effective and efficient technology services.
- Monitor performance through use of service level agreements, automated systems monitoring and measures. Establish service metrics that align with library requirements and goals that show value to patrons.
- Lead and encourage research to keep up to date and knowledgeable in industry trends and emerging technologies. Be a link to the wider world of library systems and technology through vendors, location and national library colleagues.
- Analyze and improve upon technology standards, procedures and policies across the library to gain efficiencies and improve processes.
- Manage vendor relationships, contracts, and warranties to maximize service level performance and minimize costs.
- Manage, track and control technology operating and capital budgets for purchasing, staffing and operations.
- Supervise recruitments, development, and retention of organization's technology staff and vendors.
- Responsible for the oversight, management and administrative of all IT security for HPL, including but not limited to network security, IT security assessments and solution implementation, training programs for staff, selections and implementation of security monitoring and remediation.
- Overall responsibility for oversight data center management, virtual infrastructure management, database backups, retention, physical network management, enterprise software system, project management and all IT administration.
- All other duties as assigned by the Chief Administrative Officer.

POSITION QUALIFICATIONS

- Graduation from an accredited college or university with a Bachelor's degree in Information Technology or related field plus five years of work experience in managing technology services of which three years in supervisory roles related to the responsibilities of the position.
- Preference will be given to candidates that possess a Master's degree in Library Science, Computer Science or related field plus 4 years of experience managing technology services in large library system, museum, government agency, educational institution or a related environment within the technology sector.
- Valid CT driver's license.

NECESSARY KNOWLEDGE, SKILLS and ABILITIES:

- Ability to work independently, take initiative, multi task, and meet deadlines in a fast paced environment.

- Requires attention to detail and accuracy of information.

- Strong communication skills and ability to communicate effectively, verbally and in writing.

PHYSICAL DEMANDS

- Ability to work a varied schedule, including occasional evenings and weekends, to attend meetings and events.
- May need to lift boxes, crates or pieces of equipment weighing up to 50 pounds