IT Manager

The IT Manager is responsible for the day-to-day management of IT department operations. This work includes managing staff and coordinating the work of external vendors. The position is responsible for monitoring, managing and issue resolution for IT infrastructure including servers, hardware and software technology associated with systemwide operations. The IT Manager will also be responsible for the delivery of IT projects and use project methodology in the execution of assigned projects. This position reports directly to the IT Director.

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE:

- Lead and oversee IT personnel and vendors.
- Collaborate closely with the IT Director in the development and management of IT operations.
- Oversee the hiring, training, and evaluation of all IT personnel.
- Ensure optimal IT performance by implementing and maintaining the library's technology infrastructure including networks, circuits, ecommerce, copier systems, filtering and security, wireless communications, and mobile technology.
- Manage and optimize the VMware Horizon environment to ensure high availability and seamless performance. This includes regular updates, patch management, and integration with other systems. Assures consistent service and addresses issues in a timely manner to minimize impact on customer use.
- Manage Microsoft Office 365 including data retention and supports E-discovery.
- Manages the Windows server environment and supports system upgrades, monitors system 24/7.
- Monitor, maintain, and upgrade end user hardware and software solutions, ensuring reliability and compatibility across the organization.
- Troubleshoot and resolve complex issues related to hardware, software, and networks, ensuring minimal downtime and disruption to users.
- Research, recommend, and oversee the acquisition and implementation of network hardware (e.g., servers, SANs) and software to keep abreast with technological advancements.
- Collaborate with IT vendors and specialists for specialized solutions, ensuring that the library gets the best value and performance.
- Establish and maintain policies and procedures for network optimization, reliability, and availability.
- Ensure comprehensive security measures are in place, including firewalls, intrusion detection systems, and regular security audits.
- Oversee the creation and management of user accounts, including active directory administration and access controls.
- Manage telephone systems, ensuring clear communication channels internally and externally.
- Handle setup, installation, configuration, and troubleshooting of audio-video equipment for company events, meetings, and presentations, ensuring high-quality presentations and communications.
- Supports the development and implementation, of comprehensive IT Business Continuity Planning and

Disaster Recovery strategies. Supports the IT Director in planning and executing disaster recovery testing.

- Proactively assess risks and impact associated with potential disruptions, including natural disasters, cyberattacks, and hardware failures. Implement mitigation strategies to reduce these risks.
- Coordinate and conduct regular drills and simulations to test the effectiveness of the disaster recovery and business continuity plans.
- Collaborate with different departments to integrate IT business continuity plans with the broader organizational strategy.
- Establish metrics and KPIs to measure the effectiveness and responsiveness of risk management strategies.
- Provide training sessions for IT staff and other relevant employees on best practices for risk prevention and disaster response.
- Maintain a database of identified risks, regularly updating the database based on environmental, technological, and organizational changes.
- Conduct regular audits of IT environments, evaluating administrative, technical, and physical safeguards. Continuously improve processes based on these evaluations.
- Lead IT investigations in case of security breaches or data loss incidents, ensuring proper documentation, maintaining the chain of custody procedures, and ensuring timely mitigation and recovery.
- Supports the development and implementation of cybersecurity measures to protect library technology.

EDUCATION and EXPERIENCE/QUALIFICATIONS

Bachelor's Degree in information systems or related field preferred. Associates degree in Information Systems or related field required. VMware foundation certification required. Microsoft MTA, and MCSA certifications required or attain within 12 months employment. Two to six years' experience preferred in a similar position.

VMware Expertise – VMware administration experience with proficiency with vSphere, and other VMware products and platforms. In general, must be adept as a system administrator, with working knowledge of firewalls, servers, networks, and operating systems. Prefer two years of experience minimum.

Troubleshooting –Excellent problem-solving skills in order to determine the main source of hardware and software issues and provide quality and timely solutions.

Customer service – Must possess a strong customer orientation and provide technical support as requested and explain complex topics in layman's terms.

Technical writing – Must be comfortable with technical writing to produce documentation about infrastructure design, quality standards, testing procedures, and other essential project information. Likewise, they must be able to interpret diagrams and system plans. Must be comfortable with creating KB for internal IT staff.

Windows Environment - Well versed in windows environment, Server 2008 to current.

Professional Development - Self-motivated to stay current with new and emerging technology and trends in IT. Updates and collaborates with IT Director and Chief Administrative Officer regarding emerging technology and trends. Makes recommendations for technological improvements.

Staff Oversite and Management – Experience with managing and developing IT personnel.

PHYSICAL DEMANDS / WORK ENVIRONMENT

- Ability to continuously bend, twist, stoop, reach and pull.
- Ability to lift up to 50 pounds.
- Ability to maintain composure in everyday, potentially stressful situations.
- Ability to meet a flexible work schedule, including evenings and weekends.
- Able to walk, sit and stand for extended periods.
- Close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

What we offer employees:

Hartford Public Library offers robust benefits you won't find at other nonprofit organizations through a unique partnership with the City of Hartford. This includes:

- MERF Pension Plan with employer contribution
- Health Care, Dental, Pharmacy benefits
- Life Insurance
- Long Term Disability Insurance
- Mental health support through the Employee Assistance Program
- Tuition reimbursement program
- Paid professional development, continuing education and staff engagement opportunities
- Commitment to, and active plan of, diversity, equity, and inclusion work including implementation of the staff-led DEI Road Map.

What we offer the community:

The Hartford Public Library is a national leader in redefining urban public libraries in the 21st century as innovative, stimulating and engaging spaces where people can learn and discover, explore their passions and find a rich array of resources that contribute to a full life.

We are an integral part of the Hartford community and offer programs for all our citizens. With 7 locations and robust outreach services, we are here for Hartford. Our programs include:

- The American Place, which offers a variety of free services to welcome immigrants and refugees including English Language Learning, Citizenship preparation and civic engagement
- Digital Library Lab
- Hartford History Center
- HPL Studios
- YOUmedia teen spaces
- Baby Grand Jazz, a free series of Jazz performances open to everyone
- Summer Learning
- Leap into Learning - Early Literacy
- Adult education classes and support

- Career Certification, GED
- Technology training and digital literacy
- Library of Things
- Robust print, electronic, audio and video collections · And so much more!

To Apply: Please email resume and cover letter to hpljobs@hplct.org and reference **IT MANAGER** in the subject line of your email.

In light of the ongoing COVID-19 pandemic, the Hartford Public Library strongly recommends and encourages all newly hired employees to receive vaccinations. Vaccinations have proven to be an effective measure in preventing the spread of the virus and protecting individuals from severe illness. We are committed to safeguarding our workplace and community. While COVID-19 vaccinations are recommended, vaccinations are not required at this time

Hiring Range: $75,977.20 – $79,975.74

Hartford Public Library is an Equal Opportunity Employer.