



**Code: 0674**

Family: Information Technology

Service: Administrative

Group: Clerical, Accounting, and General Office

Series: Information Technology

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## **CLASS TITLE: DIRECTOR OF LIBRARY TECHNOLOGY**

### **CHARACTERISTICS OF THE CLASS**

Under direction, plans and manages all technical aspects for the Chicago Public Library (CPL) including the design, development, installation, operation, and maintenance of its hardware, software, and communications networks, as well as a full range of library computing services encompassing web and digital services, and performs related duties as required

### **ESSENTIAL DUTIES**

- Directs staff and oversees consultants engaged in analyzing departmental business operations, developing, installing and modifying computer systems, and designing and maintaining networks to automate operations and improve information processing for the Chicago Public Library
- Collaborates with information technology (IT) managers to re-design and implement new technology infrastructure, software tools and database applications to enhance system-wide technology services
- Manages IT support services for the library system and facilitates communication between the IT division and department staff assigned to regional and district offices and throughout branch facilities
- Assures the quality, functionality, connectivity, and compatibility of the department's computer software and hardware equipment
- Meets with department managers to discuss technology needs and develops strategic plans to support library programs and operations
- Evaluates current IT practices and creates or modifies policies and procedures to improve departmental processes
- Prepares and manages the department's IT budget used for the purchase and maintenance of hardware, software and related equipment
- Monitors the performance of contracted services to maximize service levels and minimize costs
- Reviews IT specifications detailed in new requests for proposals and contracts, as required
- Researches industry trends and emerging technologies used in library systems
- Plans and coordinates training in computer systems and new and enhanced applications for department users

**NOTE:** *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

### **MINIMUM QUALIFICATIONS**

#### **Education, Training, and Experience**

- Nine (9) years of work experience in managing technology services, of which three (3) years are in a supervisory role related to the responsibilities of the position, **OR**
- Graduation from an accredited college with an Associate's degree, plus seven (7) years of work experience in managing technology services, of which three (3) years are in a supervisory role related to the responsibilities of the position, **OR**

- Graduation from an accredited college or university with a Bachelor's degree, plus five (5) years of work experience in managing technology services, of which three (3) years are in a supervisory role related to the responsibilities of the position, **OR**
- Graduation from an accredited college or university with a Master's degree, plus four (4) years of work experience in managing technology services, of which three (3) years are in a supervisory role related to the responsibilities of the position

**Licensure, Certification, or Other Qualifications**

- None

**WORKING CONDITIONS**

- General office environment
- Stressful situations with imposed deadlines

**EQUIPMENT**

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Personal computers and peripheral equipment (e.g., desktop computer, laptop computer, hand-held computer, computer terminals, modems, scanner)
- Client/server computer
- Micro and mini computers
- Local area/wide area communications network

**PHYSICAL REQUIREMENTS**

- No specific requirements

**KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS****Knowledge**

Advanced knowledge of:

- \*commercial computer systems applications and their capabilities
- \*computer systems management
- \*IT systems development practices, standards, and procedures
- \*Web design principles and practices
- \*on-line library systems
- \*management and supervisory methods, practices, and procedures

Considerable knowledge of:

- \*applicable computer software packages
- \*budget preparation and analysis
- \*trends in public library systems

Moderate knowledge of:

- \*methods, practices, and procedures for analyzing and resolving computer-related problems
- \*computer operating systems
- \*programming logic, data manipulation and integrated environments

Knowledge of applicable City and department policies, procedures, rules, regulations, and ordinances

### **Skills**

- \*ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- \*CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- \*MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- \*COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- MANAGEMENT OF MATERIAL RESOURCES - Obtain and see to the appropriate use of equipment, facilities, and materials needed to do certain work
- \*MANAGEMENT OF PERSONNEL RESOURCES - Motivate, develop, and direct people as they work and identify the best people for the job
- TIME MANAGEMENT – Manage one's own time and the time of others
- \*COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- \*JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one
- \*SYSTEMS ANALYSIS - Determine how a system should work and how changes in conditions, operations, and the environment will affect outcomes
- \*SYSTEMS EVALUATION - Identify measures or indicators of system performance and the actions needed to improve or correct performance relative to the goals of the system
- PROGRAMMING – Write computer programs for various purposes
- TROUBLESHOOTING – Determine causes of operating errors and decide what to do about it

### **Abilities**

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns

### **Other Work Requirements**

- PERSISTENCE - Persist in the face of obstacles on the job
- INITIATIVE - Demonstrate willingness to take on job challenges

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- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
  - ADAPTABILITY/FLEXIBILITY - Be open to change (positive or negative) and to considerable variety in the workplace
  - DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
  - ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
  - INNOVATION – Think creatively about alternatives to come up with new ideas for and answers to work-related problems
  - ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems
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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

\* May be required at entry.

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City of Chicago  
Department of Human Resources  
July, 2012; April, 2025