



## Computer Services Manager

The Fort Smith Public Library is seeking a team-oriented, customer-focused, highly knowledgeable professional to provide leadership for the Computer Services Department at the Fort Smith Public Library.

The Computer Services Manager is responsible for managing all of the library's information technology activities including the integrated library system (ILS), network infrastructure, telephone system, network and information security, software, desktop and laptop computers, and peripherals.

This position also supervises a support staff of two and ensures a proactive, customer service-focused environment serving both internal and external customers. The person in this position works under the supervision of the library director and assistant director. As a member of the library's leadership team, the Computer Services Manager/Librarian also works with the library's department heads and branch managers on library-wide projects, issues, and initiatives.

### Qualifications:

#### Required:

- A bachelor's degree from an accredited university. A combination of professional experience, education, and technical certifications that reflect mastery of field may be accepted in lieu of a 4-year degree.
- Experience or training in network and PC security and familiarity with Microsoft applications.
- Experience in network administration of firewalls, switches, DHCP, and DNS.

#### Preferred:

- A bachelor's degree in computer science or a similar field.
- A master's degree, especially an MLS from an ALA-accredited library degree program
- Experience administering secure wireless networks, VLANs, and telephone systems
- Familiarity with automated library systems such as Polaris
- Supervisory experience
- Library experience with a focus on information technology

**Essential skills and aptitudes:** The ideal candidate for this position has excellent technology skills, strong problem-solving skills, and sound judgment. They enjoy learning new technology, possess excellent communication skills, and demonstrate an enthusiasm and passion for public libraries. They demonstrate a positive attitude toward library staff and the public, can positively represent the library in the community,

have strong organization and planning skills, have an eye for detail, can manage multiple projects, and have proven success as a team leader and team member.

**Primary responsibilities:**

- Functions as the primary administrator of all aspects of the library's information technology: servers, firewall, DNS, LAN/WAN/VLAN, phone system, email, printers, integrated library system (ILS), public computer management, public print management system, and all other hardware and software
- Troubleshoots hardware, software, and printing problems for staff and public computers.
- Completes requirements for Federal Universal Services e-rate application and maintains necessary records
- Manages the library website and works with library staff to keep it updated
- Recommends hardware and software purchases, maintenance solutions, and upgrades
- Works with staff to document system policy and department procedures
- Ensures integrity and timeliness of critical system backups
- Hires, schedules, trains, supervises, and evaluates department staff
- Oversees the development of and updates to the library's technology plan
- Assists in setting up equipment for meetings and events

This is a full-time, salaried position with a 37 ½ hour work week. Salary is commensurate with experience and qualifications; expected salary range is \$50,000-\$65,000 a year. In addition, the Fort Smith Public Library offers a competitive package of benefits including health, dental, and vision insurance, paid vacation, paid holidays, and paid retirement.

**Fort Smith Public Library:** The Fort Smith Public Library is a city library system with a \$3.2 million budget and a 67,000 square foot main library and three neighborhood branch libraries. The library is a dynamic presence in the community, serving over 89,000 people in the Arkansas River Valley area of western Arkansas and offering a wide range of materials and services including books, DVDs, audiobooks, downloadable audio, eBooks, streaming video, and other digital resources, meeting space, and programming for children, teens, and adults.

**To apply, send a cover letter and resume to:** Jennifer Goodson, Library Director, Fort Smith Public Library, 3201 Rogers Ave., Fort Smith, AR, 72903 or by email to [jgoodson@fortsmithlibrary.org](mailto:jgoodson@fortsmithlibrary.org)

Review of applications will begin June 3, but applications will be accepted until the position is filled.

For more information about the Fort Smith Public Library, visit [www.fortsmithlibrary.org](http://www.fortsmithlibrary.org)