

Job Description

Job Title:	Head, Library Technology and Facilities Services
Department:	Library
Reports To:	Director, Organizational Services
Jobs Reporting:	Senior Systems Administrator, Systems Administrator, Computer Systems Technician, Lead Facilities Assistant, Library Assistant, Facilities (2)
Salary Grade:	USG 12
Effective Date:	March 2016

Primary Purpose

The Head, Library Technology & Facilities Services is accountable to the Director, Organizational Services for strategic leadership in the provision of quality Information Technology and Facilities services and support to library staff as well as faculty, staff and student users of the libraries. The Head, Library Technology & Facilities Services (LTFS) is responsible for providing leadership and coordination to meet the Library's unique information technology and facilities needs. The incumbent has primary responsibility for providing technology support for the Library as well as select campus-wide services and services to TriUniversity Group (TUG) partners (University of Guelph and Wilfrid Laurier University). The incumbent manages the day-to-day technical and physical operations in the department and is expected to collaborate on campus-wide IT projects and library building projects and assume a leadership role in key technology and/or facilities projects affecting the Library.

Key Accountabilities

As a member of the Library Managers Group:

- Provides leadership and guidance, and serves as a resource to the Library Executive Committee, other library managers, and committees
- Works closely with the Library Executive Committee and other library managers to develop policies, manage change, set future directions, and resolve problems
- Ensures timely communication to Library Managers, administration, staff and patrons through appropriate media, of developments and projects; also communicates on any related events that have the potential to directly or indirectly impact normal services
- Leads and coordinates projects with the primary goal being to ensure that best possible service can be provided to library patrons.
- Serves on University, and as appropriate, non-University committees and groups, fostering collaboration, information sharing, partnership and expertise across campus and the broader community as required
- Works with colleagues at other TUG, OCUL, CARL and ARL member institutions in collaborative ventures

Manage the library's IT operational computer infrastructure and provide leadership to IT staff in the department

- Recruit, select, assign, supervise, manage performance of staff. Establish, communicate, and maintain operating guidelines and procedures for staff in alignment with University policies and procedures.

Job Description



- Direct staff training and professional development opportunities to assist in the achievement of their career path objectives and the provisioning of resources necessary to meet the technology needs of the library.
- Provide staff with high level direction, a productive work environment and career opportunities.
- Provide technological leadership and continuity of direction to the department.
- Co-ordinate the technical efforts of operational IT staff within the department.
- Promote a co-operative, collegial approach to problem solving.
- Define the scope and tasks of library operational computing projects. Prepare detailed resource requirements, cost estimates, and staff commitment projections.

Provide IT operational infrastructure, services, support, and training to library staff

- Ensure all information technology in the Library is maintained in accordance with function and direction as set out by the Associate Librarian, Research & Digital Discovery Services and University-wide steering and advisory committees.
- Ensure a fully functional, networked computing environment is available to all students, staff, faculty, and visitors to the library, and that this environment is compatible with systems and resources in use in other areas of the University.
- Advise and make recommendations on IT purchases in the Library, including the configuration and specification of hardware, software, and services.
- Plan, budget, allocate resources for, and oversee the implementation, maintenance, and retirement of systems, software, and IT services for the Library.
- Co-ordinate projects and technical activities within Library. Ensure broad-based initiatives related to technology at the University involve library IT staff, as appropriate and take library needs into account.
- Direct and provide instruction to staff on effective technology usage by planning and organizing teaching sessions and providing documentation and related materials for Library use.
- Participate in providing IT and facilities services as needed.

Provide technology leadership to the Library that meets existing and anticipated needs and opportunities in the library and within the campus context.

- Assign staff to University-wide committees and projects relating to IT directions and collaboration.
- Provide representation related to IT on committees within the Library.
- Represent the Library on campus-wide committees related to IT, including the Computing Technology Steering Committee and others as needed.
- Anticipate and develop solutions to challenges which face the Library's computing environments.
- Assess current technological advances as they might affect or enhance the Library's computing environments.
- Solicit the needs of the user community and communicate direction of the department to meet those needs.
- With the Office of Procurement, participate in the writing of Requests for Proposal (RFP) for large technology and facilities purchases.
- Interact with vendors to ensure the technology needs of the Library are met sustainably.

Manage library facilities infrastructure and provide leadership to library Facilities staff

- Recruit, select, assign, supervise, manage performance of staff. Establish, communicate, and maintain operating guidelines and procedures for staff in alignment with University policies and procedures.

Job Description



- Direct staff training and professional development opportunities to assist in the achievement of their career path objectives and the provisioning of resources necessary to meet the physical facilities needs of the library.
- Provide staff with high level direction, a productive work environment and career opportunities.
- Serve as leadership for the library's Health Safety and Wellness Committee
- Works closely with senior library staff, renovation teams, and campus personnel to ensure understanding of the Library's requirements in any planned modification to library space, service, and/or equipment. He/she is regularly called upon to execute the following responsibilities
- Serve as the primary contact with Plant Operations, IST (Telephone Services), and Central Stores on a strategic/project (not operational) basis, and outside contractors from time to time ensuring planned modifications are carried out in a timely and cost-effective manner.
- Assists the Director, Organizational Services in providing liaison with the University's Safety Office.
- Provide Facilities staff with high level direction and leadership with respect to the management, coordination, development and maintenance of furnishings, equipment and supplies inventories, library telephone and communications requirements, building and security requirements and key control
- Manage the monitoring and reporting spatial modifications for campus space audit requirements, shipping and receiving functions and the review and recommendation of furnishing and equipment purchases to meet library physical needs; provide guidance and co-ordination for installation and maintenance requirements

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- University degree in a field related to the management of computing technology, or equivalent post-secondary education and related experience.

Experience

- Several years of progressive experience within the field of information technology and facilities
- Must have extensive direct supervisory experience, including mentoring and developing teams, and experience influencing senior level management and key stakeholders
- Experience in broad-based technology and facilities management in an academic environment is a strong asset

Knowledge/Skills/Abilities

- Demonstrated leadership, strategic planning, negotiation, communication, interpersonal, analytics, and organization skills
- Expertise at the expert level in computer systems management, networking, and information security. In-depth proficiency in workstation administration
- Strong leadership and project management skills
- Excellent verbal and written communication skills, including the ability to communicate technical concepts to a wide variety of technical and non-technical audiences.
- Technical: Microsoft Word, Excel, PowerPoint

Nature and Scope

- **Contacts:** Demonstrated ability to influence, negotiate, and develop relationships at multiple levels and across a wide range of functions within the Library, across the University, and with external providers of goods and services.
- **Level of Responsibility:** Provides strategic direction for the development and implementation of technology for the Library. Responsible for the planning and implementation of IT infrastructure and systems to meet current and projected needs for the Library and related clients. Provide general management and leadership to Library staff, and coaching and mentorship to IT and Facilities staff who work with the Library Technology & Facilities department. Influence campus-wide decisions on the selection, implementation, and management of technology
- **Decision-Making Authority:** Set technology standards and directions for the Library in consultation with peers and key stakeholders. Prepare plans and budgets for IT purchases for the Library.
- **Physical and Sensory Demands:** Attention to detail and consideration of conflicting needs as required of senior management.
- **Working Environment:** The Head, LTFS normally works in an office environment on a computing workstation, but often spends time meeting with peers, clients, and key stakeholders throughout the university, including occasional off-site trips. Work is normally carried out during UW business hours, with infrequent work on evenings, weekends, and holidays if emergencies or other conditions warrant.