

CORPORATE INFORMATION OFFICER

(Range 136)

DEFINITION

Provides district-wide administration and coordination of networking and microcomputer planning, installation and support for Library District staff and patrons.

SUPERVISION RECEIVED AND EXERCISED

This is a contract position that serves at the pleasure of the Executive Director.

Receives administrative direction from the Executive Director.

Exercises general supervision over Information Technology staff.

ESSENTIAL AND MARGINAL FUNCTIONS--Essential and marginal functions and responsibilities may include, but are not limited to the following:

Essential Functions:

1. Evaluates and provides short and long-term strategic planning for acquisitions, standardization and capacity planning for Library District network systems and microcomputer services.
2. Stays abreast of current trends and developments in the fields of network systems and microcomputer services.
3. Researches and evaluates network and microcomputer hardware and software.
4. Oversees the coordination of network and microcomputer hardware and software upgrades, providing the Library District cost effective upgrade paths.
5. Assigns, performs, and coordinates installation, configuration, and integration of network and microcomputer hardware, software, and security.
6. Monitors network performance to ensure continuing efficiency for Library District patrons and staff.
7. Communicates all aspects of network and microcomputer activities to Library District management.
8. Coordinates Local Area Network (LAN) and Wide Area Network (WAN) management functions.
9. Plans, develops, and implements strategies for continued and improved network system efficiency.
10. Exercises decision-making skills including policy and procedure interpretation, trouble ticket prioritization, reallocation of Information Technology staff and Library District network and microcomputer resources, and budget analysis.
11. Receives and analyzes network and microcomputer upgrade, repair and acquisition requests.
12. Prepares the Library District's Technology Plan and other analytical and statistical

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reports.

13. Interacts extensively in person, and over the telephone with patrons, district-wide staff and management, outside governmental agencies, vendors, and other libraries.
14. Supervises, directs and trains subordinate staff to correct deficiencies, disciplining, and completes performance evaluations.
15. Performs and schedules the maintenance and performance of network and microcomputer backup, repair, and recovery procedures for all applications and software.
16. Plans, develops, and implements Information Technology goals and objectives in conjunction with the Library District's Five Year Plan and Technology Plan.
17. Prepares, submits, and maintains the Information Technology budget and adheres to established Library District objectives in such.
18. Interprets, and implements Library District policies and develops and implements Library District and Information Technology procedures.
19. Responds to inquiries and complaints from staff and patrons in a courteous and timely manner.
20. Serves on the Library District's Executive Council.
21. Attends or conducts staff, Board, and other miscellaneous meetings.
22. Operates and utilizes office equipment including but not limited to: personal computer, the Internet, e-mail, copy machine, telephone, and facsimile machine.
23. Maintains a safe environment for Library District patrons and staff.

Marginal Functions:

1. Serves as a technical resource to Library District patrons and staff.
2. Attends and participates in professional group meetings.
3. Coordinates in-service training as it pertains to network and microcomputer hardware and software.
4. Performs minor maintenance and repairs on microcomputer equipment and peripherals.
5. Performs related duties and responsibilities as required.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

1. Project management techniques.
2. Business planning and generating business plans.

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3. Network and microcomputer operations and peripheral equipment associated with network and microcomputer systems.
4. LAN's, WAN's, CD-ROM products, multimedia work stations, remote access systems, data cabling topologies, and electrical systems.
5. Current trends and developments in the fields of network systems and microcomputer services.
6. Modern and complex principles and practices of computer programming and database design.
7. Planning principles and cost benefit analysis for proposed network growth strategies.
8. Pertinent Federal, State, and local laws, codes, and regulations.
9. Research techniques and the sources and availability of current information.
10. Effective supervisory techniques and practices.
11. Library District, Branch, and Department policies and procedures.
12. Disaster recovery procedures and planning.
13. Library District terminology and functions.
14. Basic accounting principles and procedures.
15. Principles of budget development, administration, and control.
16. Correct English usage, spelling, punctuation, and grammar.

Ability to:

1. Evaluate and provide recommendation for hardware and software acquisitions and upgrades for the Library District.
2. Recognize equipment malfunctions and software errors.
3. Maintain, repair, and troubleshoot network and microcomputer hardware and software.
4. Analyze and interpret complex and technical materials.
5. Work under pressure and meet deadlines.
6. Perform multiple tasks concurrently.
7. Work quickly and accurately.
8. Exercise initiative and discretion.
9. Organize and review work for efficient results.

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10. Supervise and direct the work of subordinate staff.
11. Accept and manage change and maintain flexibility.
12. Interpret, explain, and apply the Library District and Division policies and procedures.
13. Work both independently and as part of a team.
14. Understand and follow oral and written instructions.
15. Prepare clear and concise reports.
16. Effectively perform the full range of Microcomputer Technician duties.
17. Maintain effective working relationships with those contacted in the course of work.
18. Communicate clearly and concisely, both orally and in writing.
19. Maintain the mental capacity for making sound decisions and demonstrating intellectual capabilities.
20. Maintain the physical condition appropriate to the performance of assigned duties and responsibilities which may include:
 - standing, walking, or sitting for extended periods of time;
 - bending, reaching, pushing, and stooping;
 - lifting and carrying;
 - operating assigned equipment.
21. Maintain effective auditory and visual perception needed for:
 - making observations;
 - communicating with others;
 - reading and writing;
 - operating assigned equipment.

Skilled in:

1. Use of network computer systems and associated peripheral equipment.
2. Use of microcomputers and associated software.
3. Use of library and general office equipment.

QUALIFICATIONS

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Training and Experience:

Bachelor's degree in any related field required; seven (7) years of progressively responsible network systems and microcomputer services experience, including at least three (3) years management, project management, budgetary planning, and supervisory experience required; experience working with Microsoft NT Server, Microsoft Windows 2000 & XP Server and NOS, Novell Network Internet working and computer applications required; and work experience with personal computers and mini computers required; or an equivalent combination of education, training, and experience that provides the necessary knowledge, skills and abilities.

Physical Requirements:

Essential and marginal functions may require maintaining a physical condition necessary for standing and walking, frequent light lifting (5 - 10 pounds) and moderate lifting (11 - 20 pounds); occasional heavy lifting or moving (50 - 100 pounds); frequent bending, stooping, reaching, and pushing; the continuous operation of hand or power tools to very exacting tolerances, calling for full coordination of sensory and manipulative ability; and standing or utilizing a keyboard for extended periods of time.

Tasks require depth perception, color perception, sound perception, visual perception, and oral communications ability.

Environmental Requirements:

Tasks are performed with infrequent exposure to adverse environmental conditions.

License, Certificate, or Special Requirements:

Possess, or have ability to obtain, a valid Nevada Driver's License at the time of hire.

FLSA:	EXEMPT
CBA:	NONE
DEVELOPED:	JULY 1, 1995
REVISED:	JUNE 12, 1997
	JANUARY 16, 1998
	JUNE 16, 1998
	OCTOBER 21, 1998
	AUGUST 30, 1999
	JANUARY 3, 2000
	OCTOBER 1, 2001
	APRIL 5, 2002
	APRIL 24, 2008
	JULY 1, 2017