



**Supervision:**

- Supervises the library's Systems Coordinator and support staff, including managing individual staff member's professional development and performance
- Leads and motivates employees; provides feedback, coaching, and counseling to enhance or improve performance. Sets clear expectations and holds individuals accountable for their performance and behavior
- Recommends goals, objectives and training for library IT staff which promotes the technology capacity of the organization

**MINIMUM REQUIREMENTS:** A Bachelor's degree in Information Technology or related field is required. Three to five years of successful experience overseeing the management, design and implementation of technology initiatives; at least five years of experience in the Information Technology field, three of which were in a leadership or management role. Library experience is desirable. Customer service experience is essential. Transformative change agent who is open to new ideas and has a proven record of successfully leading collaborative initiatives; consensus building ability with direct reports and stakeholders; Ability to motivate and get best results in a team-orientated, collaborative environment; Experience working in large complex organizations and in the public sector strongly preferred. Willingness to seek and develop an understanding of the role, mission and functioning of a large urban public library system; Outstanding project management skills; proven ability to lead internal project teams; Experience with web content management, social media public relations tools, use of Project and Portfolio Management systems; Demonstrated experience managing enterprise windows systems and tools is required; Knowledge and experience working with BMC Remedy, and or People Soft is a plus; Experience working major system design and implementation projects for CRM systems highly desirable; Able to extract information from multiple SL Serve databases using T-SQL; Advanced data analysis skills using SQL and Excel; Able to anticipate needs, organize work, set priorities, use time effectively, work independently, and meet deadlines. Ability to multi-task, prioritize multiple competing demands and to manage IT staff to meet deadlines; exceptionally self-motivated and self-directed; Superior analytical and problem-solving skills; Strong track record of implementing strategic solutions; Ability to solve problems; Able to calmly and effectively respond to the unexpected; Outstanding interpersonal skills; Communicates effectively, patiently and courteously; ability to work with diverse groups of people representing different departments and organizations. Ability to present information in a concise, user-friendly language. Excellent oral and written communication skills; Exceptional customer service orientation. Ability to work with non-technically orientated end users. Appreciation of and sincere desire to work in a diverse, urban setting; Experienced in external outreach with potential vendors and collaborative partners; Excellent judgment, tact, empathy, patience, maturity, sense of humor

**PHYSICAL DEMANDS:** Physically able to operate a variety of technical equipment such as computers, scanners, printers, and mobile devices; Ability to sit and use computer workstation, including keyboard and visual display terminal, for extended periods of time; Must be able to pay close attention to details and concentrate on work; Time management ability to set priorities in order to meet assignment deadlines; Sufficient clarity of speech and hearing or other communication capabilities which permit the employee to communicate effectively; Sufficient vision or other powers of observation which permit the employee to read printed and online materials.

**WORK ENVIRONMENT:** Works in assigned area, including office areas, training rooms, library and city locations including outside venues as necessary; Normal office exposure to noise and interruptions; Attends and participates in various programs as requested to enhance skills associated with the position.

**RATE:** \$100,381 - \$110,214 + excellent benefits

**APPLICATION PROCEDURE:** Internal applicants submit a job bidding form and **2 copies** of both your resume and letter of interest; external applicants submit both your resume and letter of interest **by 5pm** on the closing date via email to: [employment@cambridgema.gov](mailto:employment@cambridgema.gov) or to Personnel Dept, Room 309, City Hall, 795 Massachusetts Avenue, Cambridge MA 02139. Fax 617-349-4312.

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