NOTICE OF POSTING
POSTING DATE: 9/12/16
CLOSING DATE: 10/11/16

Recruitment of external applicants is underway concurrent with this posting.
Resumes and letters of interest can be submitted via email to employment@cambridgema.gov.
Cambridge residents are especially encouraged to apply.

JOB TITLE
Manager, Innovation and Technology

DEPARTMENT:
Cambridge Public Library

JOB CODE/POSITION #:
M227-701

CIVIL SERVICE:
Not subject to civil service rules and regulations

HOURS OF WORK:
37.5 hours per week, generally Monday through Friday, 8:30am-5:00pm. A flexible schedule is required, working some evenings and weekends in special and emergency situations that require IT support.

UNION AFFILIATION:
None

DUTIES AND RESPONSIBILITIES:
The Manager of Innovation and Technology acts as a visionary and advocate for the Cambridge Public Library’s successful adoption of the best developments in software and technology in accordance with public library principles. The Manager advises the department on the use of technology to improve operations and achieve strategic goals, and positions the Library to serve as an effective bridge to those without personal access to e-content or technology. Working closely with library leadership and collaboratively across departments, this individual discovers, evaluates, recommends and implements new technologies to facilitate the library’s ability to educate, inform and promote literacy in the community. Working within the context of the city’s IT structures, the position is responsible for the oversight of all library technology and the supervision of the library’s IT staff. Specific duties include but are not limited to the following:

Strategy & Planning:
- Creates a clear, compelling and achievable vision for IT in the Library
- Identifies within the fields of librarianship and IT new opportunities to exploit technology to achieve the library’s programmatic and service goals. Advises, educates and counsels library leadership on technological trends and innovations in the fields of librarianship and IT and their potential intersections and implications
- Partners with library leadership and stakeholders to build improvements, drive strategy and define customer-focused future initiatives in order to optimize library operations, programs and services
- Leads strategic and operational planning for the use of technologies to achieve organizational goals by fostering innovation, teamwork and collaboration, prioritizing initiatives, and coordinating the evaluation, deployment and management of current and future technology systems in the Library
- Advances the Library as the destination in the City to discover, learn, and experience new technology
- Develops, tracks and manages the library’s annual technology operating budget; identifies capital technology needs, and works collaboratively and effectively with city IT structures to gain funding

Technology Management:
- Proposes, develops, implements and monitors technology initiatives including information, communication, audio and video technologies
- Identifies technology solutions and fosters innovation by seeking to create engaging experiences and new services for the library community
- Coordinates with stakeholders to define system requirements for new technology implementations
- Promotes a strong working relationship with city IT and other departments in order to establish partnerships and achieve mutual goals
- Defines and communicates library plans, policies and standards for the implementation, monitoring and operation of technology systems; gathers and maintains relevant documentation
- Ensures continuous delivery of service through the timely review of hardware and software maintenance contracts, and the implementation of a replacement schedule for equipment and software upgrades; ensures accurate inventory is maintained
- Oversees library adherence to applicable laws and regulations as well as industry best practices
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 or to Personnel Dept, Room 309, City Hall, 795 Massachusetts Avenue, Cambridge MA 02139. Fax 617-349-4312.

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