



VACANCY ANNOUNCEMENT
Open to all qualified current staff and external applicants

**INFORMATION TECHNOLOGY
INFRASTRUCTURE MANAGER**
LIBRARY 21c
(40 hours per week, Exempt)
Position # 270452001

DATE POSTED: March 1, 2019

LOCATION: 1175 Chapel Hills Drive, Colorado Springs, CO 80920

STARTING WAGE: **\$31.54 - \$35.47** per hour + full benefits (for benefits information, please see: <http://ppld.org/jobs/benefits>)

POSITION HOURS: **40** hours per week per the following current work schedule:

Schedule: Monday – Friday 8:00 a.m. – 5:00 p.m.

NOTE: The position's schedule may be subject to minor changes due to required meetings, training events, etc. In addition, management may require modifications to a position's schedule, days, times and locations at any time as the needs of the Library District change.

PROCEDURE FOR APPLICATION:

1. Complete a PPLD online application located at ppld.org/Jobs on the Application tab
2. Attachments should be submitted in the following file types: .doc, .docx, .xls, .xlsx, .pdf, .htm
3. If you require an accommodation to complete your job application, please contact the Human Resources Office at (719) 884-9800 ext 6998.

CLOSING DATE: Open until filled with preference given to online application materials received by **March 25, 2019 at 9:59 p.m. MDT**

CONDITIONS OF EMPLOYMENT:

All selected candidates...

- are required to complete a Department of Homeland Security I-9 Form at the time of hire and must be able to provide acceptable documentation in order to verify his/her legal right to be employed in the U.S. (pursuant to the Immigration Reform and Control Act of 1986). Pikes Peak Library District participates in E-verify.
- are subject to a full reference and background investigation including verification of identification (including verification of Social Security number using USCIS E-verify), education, former employment, and criminal history.
- may be uniformly tested for job-related skills and required physical abilities.
- may be required to undergo a physical examination *after* a job offer is extended in order to ensure that the job's physical requirements are met.
- must understand and comply with PPLD's drug-free workplace policy.
- understand and agree that they have been hired at the will of the employer and that employment may be terminated at any time, with or without reason, and with or without notice, in accordance with Colorado law.

EOE

As an **Equal Opportunity Employer**, Pikes Peak Library District does not discriminate on the basis of race, color, religion, sex, age, national origin, disability, pregnancy, sexual orientation including gender expression, genetic information, military status, or any other status protected by law or regulation. It is our intention that all qualified applicants are given equal opportunity and that selection decisions be based on job-related factors. The library reserves the right to hire more than one person per advertised vacancy.

IT INFRASTRUCTURE MANAGER (cont.)

POSITION SUMMARY

Responsible for leading and managing IT infrastructure staff in operations of assigned IT Department infrastructure systems including, but not limited to, enterprise computing/data center operations, database management, networking, voice communications and telecommunications. Manages the work and performance of five IT staff members that comprise the infrastructure team. Provides technical and functional advice to the Pikes Peak Library District (PPLD) Chief Information Officer (CIO) in supporting Library operations. Oversees \$531K IT budget. Serves as the department representative in the absence of the CIO. Fulfill the Library's mission while operating in a diverse environment.

ESSENTIAL FUNCTIONS

Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

- Leads and manages the IT infrastructure staff comprised of the Voice Engineer; Network Administrator; two Server Administrators; and Voice/Network technician.
- Responsible for managing infrastructure staff administrative actions (hiring, training, performance appraisals, counseling, goal setting, etc.).
- Provides leadership, guidance, and training to infrastructure staff to deliver infrastructure services.
- Develops training programs for IT department staff in operations and maintenance (O&M) or supporting infrastructure systems.
- Leads and manages infrastructure staff (including outside vendors, business partners or consultants as needed) to deliver day-to-day infrastructure services (includes hardware (H/W) and software (S/W)) preventive maintenance, O&M, installation, etc.).
- Oversees all reports and documentation related to infrastructure operations.
- Proactively identifies system problems and recommends solutions.
- Develops, implements and maintains policies and procedures for O&M of infrastructure systems.
- Works with IT Technical Support manager to administer and maintain policy and profile configurations for public and private IT infrastructure users.
- Develops and maintains documentation for infrastructure system policies, procedures, standards and processes in coordination with organization stakeholders.
- Responsible for infrastructure system lifecycle including prioritizing system acquisition, implementation, retirement and replacement; sets priorities for the design, maintenance, development and evaluation of infrastructure systems; conducts feasibility studies for upgrade projects, improvements and conversions.
- Designs, analyzes, recommends and implements strategic plans for integrating technology products to ensure the infrastructure systems meet current and future requirements.
- Responsible for executing request for proposals (RFP) process (i.e., requirement identification, draft RFP, vendor selection, contract review, vendor negotiations, etc.) for acquiring infrastructure system products and services.
- Recommends to the CIO system design, procurement, installation and maintenance for infrastructure systems.
- Oversees infrastructure staff budget (provides input for annual budget requests; recommends S/W and H/W purchases) and manages infrastructure programs and projects.
- Conducts research and makes recommendations on products, services, protocols and standards supporting development and procurement of infrastructure systems.
- Manages operational costs and recommends investment plans for technology infrastructure.
- Designs, reviews and ensures infrastructure system security.
- Performs other duties as the CIO directs.

IT INFRASTRUCTURE MANAGER (cont.)

ADDITIONAL DUTIES AND RESPONSIBILITIES

Duties are considered non-essential and include the following:

- Participates in special projects as the CIO assigns.
- Participate on Library District teams as the CIO assigns.
- Attends regular department meetings and scheduled All-staff meetings.
- Able to effectively supervise and manage others.
- Able to perform needs analysis, project planning, scheduling of resources, and industry trend analysis.
- Able to effectively communicate with IT users, vendors, and staff at all levels (horizontal and vertical), both, verbally and in writing.
- Able to manage personal schedule to ensure attendance at meetings.
- Must pass conditional post-offer background investigation, drug screen and motor vehicle check.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of voice, networking, server and database services (includes understanding of the associated H/W, S/W and peripherals providing services).
- Ability to act as an ambassador of PPLD's by promoting its mission and vision.
- Knowledge of IT operational processes and IT service management.
- Ability to understand budgeting processes and procedures.
- Excellent verbal and written communications skills.
- Ability to maintain effective relationships with contractors, vendors, and staff at all levels.
- Advanced ability to use the Microsoft Office suite including Word, Excel, Outlook, Access and Project, along with standard office equipment (personal computer, fax, etc.).
- Ability to work effectively as a team member, organize daily work and meet deadlines in a fast-paced, detail-rich environment.

MINIMUM QUALIFICATIONS

1. Requires Bachelor' Degree in Information Technology or related field.
2. Requires minimum five year supervising staff.
3. Requires minimum four years' experience in IT service management.
4. Comprehensive understanding of voice over internet protocol (VoIP), networking and client/server systems.
5. Understanding of software development supporting IT operations preferred.
6. Strong problem solving and communication skills required
7. Proficient in system engineering, software design, network support, database support, desktop software applications, and software development.
8. Project management experience preferred.
9. Following certifications desired: A+, Network+, Security +, Information Technology Infrastructure Foundation (ITIL(v3), Certified Associate in Project Management, Cisco Certified Network Associate (CCNA)

PHYSICAL AND ENVIRONMENTAL CONDITIONS

Work is primarily conducted in an office setting that provides comfortable lighting, temperature and air conditions. Position requires the ability to sit and use a computer or standard office equipment

for extended periods. Position requires the ability to occasionally stand for extended time-period. Position requires the ability to occasionally reach, bend, climb, twist and squat. Position requires the ability to lift up to 30 pounds.

Work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices or meeting rooms, e.g. use of safe work place practices with office equipment, and/or avoidance of trips and falls and observance of fire regulations. Position also requires occasional exposure to potential hazards, including heights, electrical and chemical hazards. Position requires occasionally working in all exterior weather conditions.