



## VACANCY ANNOUNCEMENT

*Open to all qualified current staff  
and external applicants*

# DIRECTOR – IT INFRASTRUCTURE LIBRARY 21c

**(40 hours per week, Exempt)**

**Position # 291152001**

**DATE POSTED:** January 30, 2023

**LOCATION:** 1175 Chapel Hills Dr., Colorado Springs, CO 80920

**STARTING WAGE:** **\$37.99** per hour - **\$47.50** per hour+ full benefits (for benefits information, please see: <http://ppld.org/jobs/benefits>)

**POSITION HOURS:** 40 hours per week.

**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](http://ppld.org/Jobs) on the Application tab
2. Attachments should be submitted in the following file types: .doc, .docx, .xls, .xlsx, .pdf, .htm
3. **Requires resume and cover letter. Applications will not be considered without a resume and cover letter.**
4. If you require an accommodation to complete your job application, please contact the Human Resources Office at (719) 531-6333 ext. 6380 or send an email to [sgollapalli@ppld.org](mailto:sgollapalli@ppld.org)

**CLOSING DATE:** Preference will be given to Application materials received by **February 20, 2023 at 9:59 p.m. MST**

### 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**

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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.

## **DIRECTOR – IT INFRASTRUCTURE (contd.)**

**POSITION SUMMARY:** Operates in a diverse environment to fulfill the Library's mission providing Information Technology (IT) services for library patrons and library staff.

### **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.
- Provides the IT Systems & Technical Support Director with the necessary infrastructure services information to enable them to provide periodic updates to the Chief Public Services Officer for the support to Public Service staff.
- Serves as the department secondary contact (after the IT Systems & Technical Support Director) to the Chief Public Services Officer and Deputy Chief Librarian for the support to Public Service staff.
- Maintains awareness of public service budget allocated to public service projects or initiatives.
- Manages infrastructure staff administrative actions (hiring, training, feedback sessions, coaching, 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 infrastructure staff operations (including outside vendors, business partners or consultants as needed) to deliver day-to-day infrastructure services (includes hardware and software 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 the Director of IT Systems & Technical Support 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.
- Makes recommendations to the Chief Information Technology Officer (CITO) on system design, procurement, installation and maintenance for infrastructure systems.
- Oversees infrastructure staff budget (provides input for annual budget requests; recommends software and hardware purchases) and manages infrastructure programs and projects.

## **DIRECTOR – IT INFRASTRUCTURE (contd.)**

- 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 cybersecurity.
- Uses IT infrastructure architecture principles to design and implement information systems that support an enterprise infrastructure providing the necessary technical infrastructure for the development of new infrastructure technologies and system requirements.
- Performs other duties as the CITO directs.
- Responsible for informing CITO if any assigned duties and/or responsibilities are out of job description scope.

### **ADDITIONAL DUTIES AND RESPONSIBILITIES**

*Duties are considered non-essential and include the following:*

- Participates in special projects as the CITO assigns.
- Participate on Library District teams as the CITO assigns.
- Attends regular department meetings and scheduled All-staff meetings.
- 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), verbally and in writing.

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

- Knowledge of voice, networking, server and database services (includes understanding of the associated hardware, software, and peripherals providing services).
- Able to understand and implement cybersecurity principles for the PPLD IT infrastructure.
- Able to act as an ambassador of PPLD's by promoting its mission and vision.
- Knowledge of IT operational processes and IT service management principles.
- Demonstrate knowledge of system administration and software development to work in coordination with the IT architecture enterprise to support computing needs and requirements.
- Able to learn and use PPLD's Enterprise Resource Planning tool for Finance and Human Resources related activities.
- Able to understand budgeting processes and procedures.
- Excellent verbal and written communications skills.
- Strong problem solving and communication skills required.
- Able 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.).
- Able to work effectively as a team member, organize daily work and meet deadlines in a fast-paced, detail-rich environment.

## **DIRECTOR – IT INFRASTRUCTURE (contd.)**

### **MINIMUM QUALIFICATIONS**

1. Requires Bachelor' Degree in Information Technology or related field, or the equivalent of four years in a combination of education, training or experience.
2. Requires a minimum of five years' experience supervising staff.
3. Following certifications desired: A+, Network+, Security +, Information Technology Infrastructure Foundation (ITIL(v4), Certified Associate in Project Management (CAPM), Cisco Certified Network Associate (CCNA).
4. Requires a valid Colorado driver's license.

### **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 stand for extended periods of time. Position requires the ability to occasionally reach, bend, climb, twist and squat. Position requires the ability to lift and move computer equipment weighing up to 50 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 workplace practices with office equipment, and/or avoidance of trips and falls and observance of fire regulations.