



Technology Coordinator

35 hours weekly / \$28.65 per hour / \$52,143 annual salary

The West Warwick Public Library is seeking applicants for the position of Technology Coordinator. The Technology Coordinator is responsible for the library's IT systems and for the acquisition, implementation, and maintenance of a wide range of technologies for use by library staff and library patrons. The Technology Coordinator reports to the Director.

Position Description:

The Technology Coordinator supervises the daily use of IT systems in the library. They are comfortable troubleshooting and maintaining staff computers, public access computers, the local area network, equipment, devices, cables, and peripherals. They act as the primary content manager for the library's website and social media accounts. They research emerging trends, provide insight, track statistics, and report data. They take responsibility for IT purchases and the departmental budget, and maintain and develop relationships with vendors. They train staff in new technologies, create tutorials, and are comfortable teaching basic/intermediate IT topics to the public. They work with colleagues in the operation of the library's new *Innovation Lab* makerspace. They support staff and community partners in programs, events, and activities that require the use of technology.

Essential Job Functions:

- Install, troubleshoot, and manage staff and public access computer stations.
- Monitor the LAN and network equipment, and ensure systems are connected and functioning properly.
- Manage an inventory of devices including tablets, hotspots, printers, scanners, etc., ensuring proper updates, use, and availability.
- Take responsibility for developing the library's IT plan.
- Manage an annual budget for IT purchases, and develop and maintain vendor relationships.
- Instruct and support staff on new equipment and software.
- Work with staff in the operation of the makerspace and the use of its specialized equipment.
- Provide "on the spot" technology solutions during virtual meetings, programs, and events.
- Manage the library website and social media, create graphic designs and develop in-house promotional materials.

- Analyze and provide data for technology-related reporting.
- Work within the library consortium to ensure the security, integrity, and accessibility of library devices and network.
- Performs other library duties as required.

Required Knowledge, Skills, and Abilities:

- Familiarity with installing and configuring software.
- Familiarity with IT hardware and servicing of common devices.
- Comfortable assisting the public with IT questions and problem solving.
- Knowledge of a LAN and ability to configure users and install software via a network.
- Website design, social media account management, configuration, and updates.
- Knowledge of collecting, analyzing, and reporting a range of data.
- Knowledge of makerspace resources and an interest in learning new technologies.

Experience and Qualifications:

Bachelors' degree in computer science, information technology, data processing, or a related subject is preferred. MLIS is preferred but not required. Experience working in the area of IT is required. Experience working in a public library is preferred but not required.

Physical Requirements:

- Must be able to lift and carry heavy objects, occasionally lifting up to 50 lbs.
- Must be able to bend and have some flexibility to install and maintain equipment in particular areas.

Other Information:

This is a full-time, 35 hours per week, union position with excellent benefits and an annual salary of \$52,143. The Technology Coordinator is expected to be on call during library hours to help address emergency situations. To apply, please send your resume with cover letter and two references to Colin McCullough, Library Director, at colin@wwpl.org. Documents can be mailed to West Warwick Public Library, RE: Technology Coordinator Position, 1043 Main Street, West Warwick, RI 02893, or dropped off in-person during library hours. The position is open until filled.

West Warwick Public Library is an Equal Opportunity Employer.