



LA CROSSE PUBLIC LIBRARY

Infrastructure Manager

Department: Library
Division: Information Technology and Facilities
Status: Exempt
Grade: 16
Report to: Director

Summary:

Analyzes, coordinates, supervises and manages all aspects regarding the information technology, facilities maintenance, and security-both IT and physical, of the library buildings, equipment and grounds. The Infrastructure Manager serves on the La Crosse Library Management Team. You will develop and supervise a collaborative, adaptable, and resilient team of subject matter focused specialists and paraprofessional staff and aid in the development, implementation, and execution of the La Crosse Public Library (LPL) Strategic Direction and library-wide initiatives.

Reporting Relationships and Team Work:

This position is supervised by and reports to the Library Director. Supervises supervisory, professional, paraprofessional and other assigned staff.

Essential Duties and Responsibilities:

Class specifications are intended to provide a descriptive list illustrative of the range of duties performed by employees in the class. 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.

1. Provides overall management of IT and Facilities personnel and activities including budgeting, evaluation, selection and implementation of all computer systems and ensures that proper support and maintenance standards are being met.
2. Manages Capital Improvement Projects, prioritizes 5-year facilities and IT plan and serves as project manager for approved infrastructure enhancements.
3. Develops, implements and manages Cyber Security internally and externally.
4. Develops, implements and manages Disaster Recovery.
5. Develops, implements and manages Backups of servers, computers and software.
6. Develops, implements and manages Help Desk responses in accordance with IT Service Level Agreement (SLA) standards.

7. Monitors and maintains network security at all levels of internal networking, intranet and Internet services. Performs periodic IT security audits that can be presented to the administrative team for review.
8. Ensures confidentiality and reliability of library and patron data.
9. Recommends and implements new strategies and technologies to reduce costs and increase efficiencies while maintaining excellent customer service.
10. Negotiates and administers Facilities and IT-related vendor, outsourcer and consultant contracts and service.
11. Oversees computer networks including the installation and maintenance of network systems and servers; monitors WRLS Web servers and communicates with WRLS IT staff as needed.
12. Develops, analyzes and administers documented standards and schedules for all building and grounds maintenance needs.
13. Serves as Point Person as needed.

Core Skills and Qualities:

Employees are expected to demonstrate the following qualities at all times:

1. Establish and maintain effective working relationships with internal staff, outside organizations, partners, vendors, and the general public.
2. Positively reflect LPL's mission, vision, and values to the staff and public.
3. Effective organizational and time management skills, including the ability to multitask, manage multiple projects at the same time and adapt to changing priorities to meet demands of the department.
4. Communicate effectively verbally and in writing.
5. Demonstrate quality customer service.
6. Exhibit initiative, inclusivity and acceptance of diverse ideas and people, and decisiveness.
7. Exhibit reliability and dependability. Demonstrate punctuality and regular and consistent onsite and offsite attendance.
8. Demonstrate a positive attitude and flexibility.
9. Work well with others, show respect, contribute to the team.

Required Knowledge, Skills, and Abilities:

Employees are expected to perform or possess the following:

1. Oversight and coordination of IT and Facilities operations, programs and services.
2. Demonstrable leadership competencies particularly in the areas of leading people, leading change, analytical decision-making, and building coalitions.
3. Preparing and administering budgets; fiscal stewardship.
4. Principles, practices and methods of supervising others.
5. Efficiency in decision-making and prioritization with operational and procedural concerns.
6. Sound judgement and the ability to identify complex problems, evaluate solutions and implement change to the benefit of the organization.
7. The ability to analyze data, processes and procedures to develop meaningful fact-based reports and recommendations to improve service.

Technology and Facilities Management Requirements:

Required:

1. Demonstrated experience in LAN/WAN networking.
2. Experienced in configuring and administrating NAS servers, NFS and Samba, WIN 2008-2019 servers, VMware, CENT OS and Linux servers, Scale HC3 and Fortinet firewalls.
3. Knowledge of and experience with web technologies including HTML, CSS, PHP and XML.
4. Knowledge of relational database systems including MS SQL and MySQL.
5. Knowledge and experience with Disaster Recovery, Cyber Security, and SLA standards.
6. Knowledge of HVAC systems software and other department specific software.
7. Knowledge of ASHRE and OSHA standards.

Education and Experience:

- Bachelor's degree in computer science, MIS or a related field with three to five years of related experience, or any combination of education and experience that provides equivalent knowledge, skills and abilities.
- Building Operator Certification, or a related certification with three to five years of related experience, or any combination of training and experience that provides equivalent knowledge, skills and abilities.
- Strong knowledge of the methods, materials, tools and practices needed in cleaning and maintaining building mechanical equipment, carpeting, flooring and furniture.
- Strong knowledge of occupational hazards, ADA-associated requirements, safety precautions, and regulations involved in the work.
- One to two years of supervisory responsibility.

Licenses, Certifications, and Special Requirements:

- Must pass and maintain a criminal background check.
- Must have a valid Wisconsin State driver's license and an acceptable driving record, OR must be able to provide own transportation to and from job, meetings, and related job sites.

Physical and Environmental Conditions:

- **Work is performed in a busy, service-oriented office with frequent interruptions and under the stress of continual pressure to meet deadlines and handle competing priorities.** While this position is eligible for occasional telework, daily onsite attendance is expected.
- **Occasional travel is required to attend meetings**

Work Schedule

Full-time, frequently including evenings and extra hours related to emergent facility or IT situations, meetings, programs, and special projects. May include rotating evening and weekend hours.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions with this job. The library reserves the right to modify this job description in whole or in part at any time.

This and all LPL positions are subject to internal transfer, based on library need.

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Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job. La Crosse Public Library is also an Equal Opportunity Employer.