

Hamilton Public Library

Manager, Infrastructure Services

We are seeking an innovative, self directed, results-oriented professional who demonstrates a visionary and collaborative style. Reporting to the Director, Digital Technology and Creation, this position is primarily focused on maximizing use of technology in a secure and efficient manner while optimizing solutions to deliver community value and advance the Library's mission and strategic goals.

The Manager is responsible for the ongoing operation and management of a high availability and secure 24x7x365 infrastructure environment including Data Centre operations, 3rd party Cloud Services and providing 2nd tier IT support. The role is also responsible for planning, managing and delivering innovative enterprise solutions and mission critical systems that provides library services to the public.

Qualifications:

- A Masters Degree in Information or Library Science, Public Administration or Business Administration or equivalent, additional formal management courses an asset.
- Degree in Computer Science or Information Technology or equivalent degree and experience. Certification in Project Management and ITIL preferred.
- A minimum of 5 (five) years relevant experience in a management or supervisory role in Information Technology, demonstrating a customer-service orientation, a record of accomplishment, and a variety of work experiences. Library or public service experience is preferred.
- Exhibit a keen awareness of library and general technology trends and its potential impact on library service delivery and the life of communities. Demonstrated ability to develop and implement programs and services to support different customer demographics and a wide range of stakeholders.
- Experience managing large-scale projects; solid project management, time management, administrative, organizational and problem solving skills. Knowledge of, and experience with, the scheduling, monitoring and evaluation of multiple tasks, projects and priorities.
- Self-starting, results-oriented individual with superior organizational skills. Innovative, flexible, and collaborative; committed to intellectual freedom, inclusiveness, service excellence, and key principles of public service.
- Focused on customers, team growth, and operational improvement; a dynamic people leader who understands the 'bigger picture', and can balance strategic vision and thought leadership with execution excellence; ability to work cross-functionally across the organization and a wide variety of individuals is critical in this role.
- An open communicator who inspires trust and seeks and sparks creative contributions from others. Proven leadership and people skills including

management, negotiation and coaching. Possess a positive approach to collaborative leadership and skilled with group and team dynamics to inspire others to excel.

- Excellent written, verbal and presentation skills; experienced in the principles and methods of organizational administration in a unionized environment, including budgeting, talent management, communication, continuous improvement, and records management.
- Experience with ITIL best practices, performance measurement and quality assurance framework, and business analysis and process design principles to deliver service and develop solutions that meet customer satisfaction based on business requirements.
- Demonstrated understanding of architecture principles and function of integrated library systems; a strong understanding of networks and network appliances; servers, software development life cycle best practices, agile development methodologies and quality assurance and controls to maximize the efficiency of products and systems.
- Knowledge of a wide variety of technologies and tools including, but not limited to relational databases and structures, business intelligence, analytics and report design, integration services, MS SharePoint and O365, web development tools, and cloud based applications. Strong grasp of the principles of resource discovery, metadata schema, digital archiving principles, records and open information access and open source applications.
- Demonstrated ability to work with a variety of software, applications and utilities. Preference for some experience with Open Source and cloud applications. Experience implementing an Office 365 migration is considered an asset.

Salary: \$84,820.59 to \$99,201.93 annual plus comprehensive benefits package.

Permanent full time – 35 hours per week

Start date – April 2017

Applying

- The deadline for this application is Tuesday, February 28, 2017. Please visit www.hpl.ca and proceed to Jobs at HPL to apply through City of Hamilton recruiting site. **Full role description is available upon request.**
- Candidates proceeding to the formal interview process will also be required to submit:
 - A minimum of three (3) references
 - Copies of proof of key qualifications (i.e. degrees, certifications.)

The Hamilton Public Library is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. If contacted for an employment opportunity, please advise Human Resources if you require accommodation.

By submitting a resume, you are declaring that the information contained is true and complete to your knowledge. You understand that a false statement may disqualify you from

employment, or cause your dismissal. We thank all applicants who apply and advise that only those selected for an interview will be contacted.

Submission of references also stands as consent to obtain reference checks, personal or background checks and personnel file information as the Hamilton Public Library may require in connection with your employment. We respect the confidentiality of applicants and check references near the final stages of the selection process.

The successful candidate will have to provide original proof of a vulnerable sector screening. It is understood that the various checks referred are for employment purposes only and you agree that you will not hold any party liable for the information given or received.