

# The Hamilton Public Library

## Manager, Digital Technology Services

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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 technology services to deliver community value and achieve the Library goals.

The Manager is responsible for ongoing management of the library website and intranet, the IT service desk, planning and delivering public digital programs and support, and providing staff technical training and assistance. The role is also responsible for implementing new projects and technologies as well as all aspects of operating the digital media and MakerSpace labs.

### **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, including at least 2 (two) years in a supervisory capacity, demonstrating a customer-service orientation, a record of accomplishment, and a variety of work experiences. Library or public service experience is preferred.
- Experience in developing and implementing 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.
- Identify and manage collaboration opportunities and build positive relationships with community partners, organizations, internal groups and key stakeholders to increase participation and community value from delivering technology programs and services aligned to the Library's mission.
- Proven leadership and people skills including management, negotiation and coaching. Skilled with group and team dynamics, able to motivate, and persuade a diverse range of individuals and groups; able to challenge, lead and inspire others to excel.
- 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 basic architecture principles and function of integrated library systems; a general 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.

Salary: \$83,157.43 to \$97,256.79 annual plus comprehensive benefits package.

Permanent full time – 35 hours per week

Start date – January 2017

## Applying

- The deadline for this application is Wednesday, November 16, 2016 at 5 pm EST. Please visit [www.hpl.ca](http://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.