

The Hamilton Public Library

Manager, Digital Technology 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, the Manager, Digital Technology Services is a creative, strategic and forward-thinking individual with a proven track record in delivering innovative solutions and impeccable customer service. The role is focused on maximizing technology services to deliver community value and achieve the Library goals.

The Manager is responsible for the development of the library website and intranet, planning and delivering public digital programs and support, providing staff technical training and sharing ITIL processes. The role manages all aspects of on-going operations and innovations of MakerSpace services and is responsible for implementing solutions that improve business process.

Qualifications:

- **Degree in Computer Science or Information Technology** or equivalent degree and experience.
- A Masters Degree in Information or Library Science, Public Administration or Business
- Administration or equivalent, additional formal management courses considered an asset.
- Project Management Professional designation is preferred. Working knowledge and certification in Lean process improvements and ITIL process is 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.
- Exhibit a keen awareness of library and general technology trends and its potential impact on library service delivery and the life of communities. Active network of peers gained through participation in and leadership of library or industry technology groups.
- Demonstrated ability to develop and implement programs and services to support different customer demographics and a wide range of stakeholders. Excellent
- interpersonal, communication and conflict resolution skills. Strong collaborative and engagement skills; possess a positive approach to collaborative leadership.
- 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. 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.
- 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 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: \$87,902.36 to \$102,806.34 annual plus comprehensive benefits package.

Permanent full time – 35 hours per week

Start date – January 2020

Applying

- The deadline for this application is Wednesday, November 20, 2019 at 5 pm EST. 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.**

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.