

**KING COUNTY LIBRARY SYSTEM**  
**Job Description**

Title: **Manager - PC Services**

Dept: **Information Technology Services**

Job Code Number: **10722**

Reports to: **Director of ITS**

Grade Number: **20, Non-represented**

Effective Date: **July 2001**

FLSA Status: **Exempt**

General Position Summary:

Manage the PC group that designs, installs, supports, troubleshoots and repairs personal computers throughout the KCLS system. Serve as the liaison between users and technicians as needed. Control and secure the hardware/software storage areas. Review equipment and software purchases and approve invoices for payment.

Essential Duties/Major Responsibilities:

Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.

1. Coordinate, supervise, and evaluate daily operations and projects for the technicians. Ensure that all projects are delivered in compliance with KCLS policies and standards, and that they meet all required guidelines, regulations and budgetary constraints. Resolve staff and patrons' complains.
2. Hire, train, evaluate, coach, discipline and schedule direct reports. Ensure that the assigned direct reports are adequately trained to support upgrades and changes in technology.
3. Supervise the ITS storage areas and account for all inventory.
4. Establish goals for the department focusing on cost containment and improved services to PC users by identifying emerging needs, trends and services related to the assigned area.
5. Review all PC and related equipment and software purchase requests for compliance with established hardware and software design parameters. Approve purchase requests.
6. Review all invoices and verify that items invoiced correspond to items purchased and received. Approve invoices for payment.
7. Propose operating costs and oversee an assigned annual budget.

Secondary Duties:

1. Perform other related duties as required or as assigned.
2. Participate in activities such as staff meetings, committee work and trainings.

Communication:

The position has frequent contact with the KCLS staff members and vendors. Contacts with internal customers typically involved exchanging information, responding to requests and/or reconciling differences between service provided and service expected. Contacts frequently contain confidential or sensitive information necessitating discretion at all times.

Initiative:

The position develops departmental policies and operating procedures to establish consistency in services and how they are provided, to improve customer service and to enhance efficiency. The position is responsible for identifying and resolving PC issues on a system wide basis and frequently develops new/improved systems or services. The position involves a high degree of complexity considering the technical demands placed on it, due to the ever changing demands and priorities involved, and the need to interact with a variety of personalities. Work is performed with little or no direction provided. The position frequently encounters new and varied work situations. Decisions are typically made within general organizational policy constraints and guidelines.

Accountability:

The position encounters frequent interruption requiring maximum flexibility. The position is instrumental in preparing operational and strategic plans for the department and is responsible for implementing plans. Decisions typically made by this position have far reaching effects on PC users. Work is only occasionally checked by management.

Leadership:

The position is responsible for mentoring as a department manager. The position is responsible for role modeling and promoting KCLS values within the work unit.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- Bachelor's degree in computer science, information technology, or related field. Advanced degree or equivalent specializing in library science and information technology is preferred.
- Three to five years of progressively responsible experience working in a personal computer environment, preferable in a library and customer service related position.

Necessary Knowledge, Ability and Skills:

- Some knowledge of all KCLS departments, their functions and/or services provided.
- Working knowledge library operations, needs and issues.
- Working knowledge of PC hardware and software systems and features.

- Extensive knowledge of the circulation software system.
- Considerable knowledge of the KCLS Information Technology Services strategies, policies and operations, in order provide appropriate leadership to PC Technicians, relay information to users and to develop/offer PC solutions compatible with departmental guidelines.

Ability to:

- Effectively listen to PC users and KCLS staff members as part of understanding their needs and concerns.
- Effectively communicate at all levels in the organization and with patrons.
- Use diplomacy and tact to establish and maintain relationships with KCLS employees, patrons and vendors.
- Clearly and succinctly communicate technical information both verbally and in writing.
- Adapt to changing needs, recognize and set priorities, and plan, coordinate and organize own and work of others.
- Learn new technology and apply it to work situations.
- Evaluate problems and find cost effective, appropriate and creative solutions.
- Work independently with minimal supervision.
- Create win-win solutions between parties where conflicts or disagreements exist.

Skill in:

- Managing and guiding a technical workgroup.
- Offering solutions pertaining to design, installation, and repair issues.
- Diagnosing problems and developing solutions.
- Operating the circulation software system at all levels.

## SPECIAL REQUIREMENTS

Valid Washington driver's license.

## PHYSICAL DEMANDS

The position requires constant sitting, talking, hearing, keyboarding, repetitive motions of hands/wrists and use of visual senses. The position requires frequent standing, walking, bending and handling. The position is occasionally required to push and pull up to 100 pounds and to lift and carry up to 25 pounds.

## WORK ENVIRONMENT

Work is performed in a normal office environment and/or driving to/from locations in KCLS vans, trucks and cars. Work involves constant sitting and extensive close work (eyestrain) and PC monitoring.

Advancement Possibilities:

Director of ITS

Depending on education and experience

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between KCLS and the employee, and is subject to change as the needs of KCLS and the requirements of the job change.

Approval: \_\_\_\_\_  
Director of HR

Final: 7/31/01  
Revised: 7/1/05  
Revised: 10/29/10