

CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee (or "vacant"):

Patrick Garvey

Work Phone: 608-213-5407 (cell)

2. Class Title (i.e. payroll title):

Library Computer Specialist 1

3. Working Title (if any):

Library Computer Specialist 1

4. Name & Class of First-Line Supervisor:

Mark E Benno (18/12)

Work Phone: 608-266-9632

5. Department, Division & Section:

Library Facilities, Information Technology

6. Work Address:

1301 W Badger Rd, Madison, WI 53713

7. Hours/Week: 38.75

Start time: 8:30am End time: 5:00pm

*Some evenings and weekends may be required.

8. Date of hire in this position:

2/21/2022

9. From approximately what date has employee performed the work currently assigned:

2/21/2022

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10. Position Purpose: (How this position fits into the overall mission, vision, and goals of your agency and work unit.)

This position coordinates all aspects of Library technology services.

11. Position Summary:

Under the general supervision of the Library Facilities Manager, the Library Computer Specialist 1 is responsible for the planning, development, coordination, implementation and operation of diverse automated, audio visual, security systems, communication platforms, library specific technology, and networked information systems/services within the Madison Public Library; providing required coordination with the City's Department of Information Technology, South Central Library System, private sector contracting partners, and other entities, both public and private; managing all work orders and projects related to technology; coordinating technology training for Library staff; and acting as the

leadworker for the Library Computer Technician and delegating appropriate work orders and projects. This employee exercises considerable judgement and leadership in meeting program objectives.

12. Functions and Worker Activities: (Do NOT include duties done on an "Out-of-Class" basis.)

- 30% A. Support Library Technology
 - 1. Respond to information technology emergencies
 - 2. Troubleshoot technology equipment/systems
 - 3. Train staff on new or existing technology, including coordinating training documentation
 - 4. Review technology response and report on possible improvements
 - 5. Coordinate work orders submitted by staff
 - 6. Provide regular communication about library technology work with Library Supervisors
- 30% B. Coordinate Technology Project Implementation
 - 1. Propose, review and/or participate in new technology projects
 - 2. Propose, review and/or participate in IT policy and assessment reports (e.g. risk assessment, utilization reports)
 - 3. Meet vendors on site to review project proposals
 - 4. Train staff on new equipment and procedures, including coordinating training documentation
 - 5. Participate in high level renovation/new construction team meetings
 - 6. Maintain technology infrastructure
- 15% C. Network and Technology Coordination
 - 1. Act as chief liaison with City of Madison Information Services
 - 2. Act as chief liaison with South Central Library System
 - 3. Coordinate technology with qualified outside vendors/partners, and management
 - 4. Be prepared to report to Library Management and Library Board
 - 5. Attend or facilitate meetings as necessary
 - 6. Coordinate branch liaisons' duties and support model
- 15% D. Coordinate Technology Procurements/Upgrades
 - 1. Remain up-to-date within Library IT trends and emerging technologies
 - 2. Work with Library staff to create technology plans for new and updated technology
 - 3. Coordinate procurement of new/replaced technology within City framework
 - 4. Evaluate existing technologies and make recommendations based on reports/data
 - 5. Implement or coordinate new technology platforms
 - 6. Track and recommend budget for technology and reconcile purchases
 - 7. Research and participate in outside funding and grants for IT initiatives
- 5% E. Coordinate Sustainable and Equitable Technology Approach
 - 1. Investigate equitable and accessible technology applications
 - 2. Prioritize technology according to an equity lens
 - 3. Dispose of old technology sustainably
- 5% F. Perform as a Member of the Madison Public Library Team
 - 1. Foster community through a commitment to continued personal growth, specifically in the areas of racial equity and social justice
 - 2. Actively participate in staff meetings, system-wide meetings, etc., to elevate the technology experience and viewpoint
 - 3. Engage with co-workers positively and constructively to help improve processes and communication across our buildings and systems
 - 4. Other Duties as Assigned

13. Primary knowledge, skills and abilities required:

Thorough knowledge of IT project management principles, practices, and techniques. Working knowledge of directly related personal computer technology including networking systems and relevant Microsoft and other operating systems. Working knowledge of system support and operating criteria (both hardware and software considerations). Working knowledge of system maintenance factors and objectives. Working knowledge of management information system networking considerations. Ability to provide technical support to users in project development, problem resolution/troubleshooting for routine hardware and software computer malfunctions, and coordination with vendors. Ability to readily become familiar with specialized Library computer systems and technological needs. Ability to deliver hardware and software procurements to assist in the development of related scopes of work and to evaluate responses and proposals to hardware and software bids. Ability to prepare technical specifications and facilitate/coordinate consultant efforts. Ability to communicate effectively, both orally and in writing. Ability to effectively participate in, or lead, team efforts to improve departmental programs and services. Ability to evaluate and recommend appropriate technological enhancements. Ability to identify the full range of training needs and provide or coordinate the provision of relevant training to users. Ability to develop, oversee and/or implement computer training materials and procedures manuals. Ability to ensure the effective on-going operation of multiple internal systems and to establish meaningful system documentation and security procedures. Ability to maintain effective working relationships. Ability to work with diverse groups of people to solve problems. Ability to work effectively with multicultural populations. Ability to work effectively both individually and as a team member. Ability to serve as leader worker and oversee the work of other technology staff. Ability to work during the evening and/or on the weekends and respond to technology emergencies. Ability to maintain adequate attendance.

14. Special tools and equipment required:

None

15. Required licenses and/or registration:

Valid WI Driver's License

16. Physical requirements:

Employees must have the physical strength, coordination, and acuity inherent to set up, install, and test technology. Employee will be expected to visit sites throughout the city in order to fulfill responsibilities of the position. Employee must be able to lift 50 pounds

17. Supervision received (level and type):

Library Facilities Manager, Supervisor

18. Leadership Responsibilities:

This position: ☐ is responsible for supervisory activities (Supervisory Analysis Form attached).
☐ has no leadership responsibility.
☒ provides general leadership (please provide detail under Function Statement).

19. Employee Acknowledgment:

- ☒ I prepared this form and believe that it accurately describes my position.
☐ I have been provided with this description of my assignment by my supervisor.
☐ Other comments (see attached).

Patrick Garvey
EMPLOYEE

9-6-2022
DATE

20. Supervisor Statement:

- ☐ I have prepared this form and believe that it accurately describes this position.
☐ I have reviewed this form, as prepared by the employee, and believe that it accurately describes this position.
☐ I have reviewed this form, as prepared by the employee, and find that it differs from my assessment of the position. I have discussed these concerns with the employee and provided them with my written comments (which are attached).
☐ I do not believe that the document should be used as the official description of this position (i.e., for purposes of official decisions).
☐ Other comments (see attached).

SUPERVISOR

DATE

Instructions and additional forms are available from the Human Resources Dept., Room 261, Madison Municipal Bldg., calling 266-4615 or visiting cityofmadison.com/employeenet/policies-procedures/position-descriptions.

Report and Policy development
Create reports