**RE-POSTED** - POSITION AVAILABLE:

**Deputy Director - Digital Services**

An Equal Opportunity Employer

HOW TO APPLY: To be considered, applicants must

1. Complete and submit the following documents to Human Resources at hr@mld.org:
   - employment application (accessible from the Meridian Library District’s Employment page)
   - resume
   - cover letter
2. Submit the online Deputy Director Supplemental Questionnaire accessible here.

Previous Applicants: Do not submit a new application; your previous application remains under consideration.

Position Close Date: Open until further notice

The Meridian Library District is seeking a compassionate, customer service focused Deputy Director for our Digital Services department. The ideal candidate is a confident decision maker who aspires to a user-centered philosophy and provides creative solutions that improve user experience. This position reports to the Library Director and is located at the Main Library in Meridian, Idaho.

The Deputy Director leads and directs the operations and activities of the Meridian Library District’s Digital Services Department, including Information Technology and Materials Services, to deliver a unified technology experience to serve external and internal customers in both physical and virtual worlds. This position plans, coordinates and manages the development and implementation of departmental plans, policies and procedures to ensure successful attainment of the Library’s objectives and goals. The position participates in system-wide planning, establishes digital communities and partnerships, represents the Library to the community, and supervises personnel.

Duties and Responsibilities

**Project Management** - In alignment with the library’s strategic plans, and working in concert with the Management Team and committees, determines technology project priorities. Initiates technology projects, with multiple simultaneous projects likely. Identifies and articulates project goals, objectives and timelines for all stakeholders and partners. Actively monitors and manages technology projects to meet goals and timelines; provides load-balancing and re-prioritization when needed. Communicates project status to the organization in a consistent manner. Evaluates the effectiveness of project processes and results and incorporates improvements for future projects.

**Experience Design and Delivery** - Ensures the delivery of high-quality, customer focused digital services; assists in ensuring the Library’s digital services appropriately meet the needs of the community. Ensures understanding of how user experience (UX), traditional IT hardware/software, and online tools can enhance existing offerings and deliver innovative services to customers. Delivers a superior and unified virtual and physical technology experience to community and staff. Responds to and resolves external and internal customer inquiries and issues.

**Collaboration** - Serves as a member of the Administrative Team and contributes to strategic and long-range planning, program development and evaluation, resource development, budget formulation, staff planning and development, and allocation of resources in support of the Library’s mission and goals. Supervises the Library’s Public Information Specialist to lead the development of the organization’s user experience brand, content creation, and online voice. Builds collaborative relationships and coordinates with departments and staff in interdisciplinary environment based on customer-first initiatives.

**Operations and Team Building** - Oversees and directs departmental operations including systems administration, technical support, project management, virtual services, network administration, telephones, web support, desktop and PCs, electronic resources (databases) and mobile devices. Hires, trains, supervises, coaches, disciplines, and evaluates the performance of personnel and consultant staff; ensures staff compliance with Library and departmental policies, procedures and service standards. Negotiates technology vendor and consultant contracts; manages vendor
and consultant contracts and relationships. Creates and translates the Library’s vision and strategy for the
department; determines and articulates how technology can be effectively utilized to achieve those goals and
strategies; understands and embraces public service goals and strategies. Develops annual and multi-year objectives
for the department, monitors and reports progress towards meeting them; leads development and implementation of
technology and virtual services plans. Inspires staff to keep abreast of emerging technologies; facilitates ongoing
learning opportunities for staff to remain current in their technology knowledge.

Budget - Develops and administers the Department's budget; monitors and authorizes expenditures.

Research - Discovers emerging customer technology needs; leads library-wide efforts to analyze and plan for library
and customers’ current and emerging service and technology needs; plans, develops, recommends and implements
effective technological responses. Conducts technology research and identifies solutions to existing technical issues.
Analyses data, processes and procedures relevant to library customer service and operations. Stays apprised of
contemporary issues, trends and developments in technology and public library services.

IT - Assesses, develops and maintains sustainable IT infrastructure which ensures successful customer experience
and utilizes current and emerging technologies. Plans and deploys new technologies. Ensures front-line staff have
tools needed to serve the customer. Determines balance between in-house infrastructure and outsourced services.

Virtual Communities - Engages library in and provides service to digital communities and customers; builds
partnerships; builds connections across the IT, UX and online communities and helps attract and retain great library
technologists. Leads coordination and assessment of virtual services operations and innovation. Ensures creation and
delivery of customer focused services through the use of focus groups and user experience testing.

Systems - Identify innovative and effective approaches and solutions to system and service needs. Serve as trusted
and credible strategic advisor to upper management.

Oversees IT work and projects and maintaining computer networks. Performs other duties as assigned or required.

Minimum Qualifications

Knowledge, Skills, and Abilities: Good knowledge of principles, practices and current trends of information technology, user
experience, online tools and public library service. Knowledge of library-specific technologies including the Integrated
Library System (ILS), patron self-service, materials handling, and others. Knowledge of multi-platform computer devices,
computer programming, web development, and software, including desktop systems, mobile computing (including tablets,
phones and other devices) and emerging technologies.

The job requires persuading or gaining cooperation and acceptance of ideas and/or the resolution and/or negotiation of
conflicts; the job has significant accountability for ensuring customer satisfaction districtwide. The incumbent understands
and communicates knowledge of customers’ priorities and needs. The job requires the ability to produce creative problem
solving solutions as well as finding or creating tools that improve patron or staff experience.

This position requires knowledge of managerial policies, practices, and controls demonstrated through management-level
leadership and leading cultural change.

This job requires applying project management principles and processes; critical thinking and problem solving; analyzing
data, processes and procedures; applying judgment in determining options and implementing solutions.

Provides exemplary customer service and maintains a favorable public image of the library. The incumbent has a desire to
work in a public service role. Has excellent interpersonal skills and the ability to communicate effectively and appropriately
with people from diverse backgrounds, including youth, families, volunteers, and coworkers. Builds and maintains positive
working relationships with individuals at all levels of the organization and fosters positive partnerships with outside
organizations. Prefer applicants who are bilingual in Spanish-English, or other languages.

Experience: Five years of experience directing or managing information technology operations and online services in a
customer service environment, including supervisory experience; OR, Any combination of education and experience which
would provide the required knowledge and skills and allows successful performance of the job.
**Education:** A Bachelor’s degree in computer science, information technology, library and information science, management information systems, user experience, human-computer interaction or relevant field, with a Master’s or Graduate degree preferred.

**Working Conditions**

**Physical Requirements:** The job requires the employee to sit (frequently); occasionally stand; perform manual dexterity movements; constantly, see, speak clearly, hear, and listen; seldom kneel, climb, squat, crawl, crouch, balance, stoop/bend, walk, twist/turn, and maintain flexibility. The job also requires the employee to lift and carry 10-25 lbs; reach at, above, and below shoulder height; grasp objects weighing 10-25 lbs.

**Mental Requirements:** The job requires the employee to read, write, perform clerical duties, comprehend and use perception, perform alphabetical and numerical sorting/filing, and perform basic and complex math.

**Technology, Equipment, and Devices:** The job requires the employee to regularly operate and exhibit proficiency with computers and commonly used Microsoft applications, library systems and databases, email and cloud environments, and social media. The job requires the employee to operate and occasionally troubleshoot general office equipment as well as smartphones, tablets, e-readers, gaming equipment, and new consumer technology. This job requires operation of a library passenger vehicle.

**Work Environment:** The job requires the employee to be subjected to repetition, working alone, working around others, verbal contact with others, face-to-face contact, and inside environments.

**Expected Hours of Work:** The job requires employee to work a varied schedule, including days, evenings, and weekends (Saturday and Sunday). Position schedule is subject to change at any time at the discretion of management. Occasionally works over 40 hours per week.

**Expected travel:** The job requires minimal travel for local and national training and conferences.

**Compensation**

This is a full-time exempt position with a salary range of $61,511-$80,000 annually, depending on experience. The Library offers a competitive benefits package to regular, full time employees that includes 100% employer paid monthly health insurance premium for employee Medical, Dental, and Vision coverage with the option to add dependents and spouse at reasonable, low cost rates. Regular, full time employees are also eligible for a company-sponsored Health Reimbursement Account, PERSI Retirement, Voluntary 401k, Voluntary Group Term Life Insurance, and Aflac. Paid time-off includes paid holidays, and sick and vacation leave.

**Disclaimers:** The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job. All employees may be required to perform duties outside of their normal responsibilities from time to time, as needed. Management reserves the right to assign or reassign duties and responsibilities to this position at any time.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job. Meridian Library District is an Equal Opportunity Employer. Hiring and employment practices are done without regard to race, color, religion, national origin, sex, age, or disability. In addition, preference in employment may be given to veterans who qualify under state and federal laws and regulations.