Mansfield/Richland County Public Library

VACANCY POSTING

& JOB DESCRIPTION

IT Coordinator

Applications will be accepted until 5:00 p.m. on Wednesday, November 18, 2026.
Please include letter of interest and current resume with submitted application.
Submit an application online at www.mrcpl.org/about/employment, or at any MRCPL location.

Reports to:	Director	**FLSA Status:**	Exempt
Pay Grade:	31; $67,724.80 to start	**Location:**	Main Library

Positions Supervised: ILS Specialist, Systems Specialist, IT Technician

POSITION SUMMARY: Under broad supervision of the Library Director, the IT Coordinator is generally responsible for overseeing, developing, implementing, and monitoring all Library electronic systems and devices and leading the analysis of data to support organizational outcome-based performance metrics and goals.

QUALIFICATIONS:

1. Bachelor's degree in the fields of Computing, Information Technology or Network Administration is **required**.
2. Three to five years of experience in the administration and operation of networks is **required**.
3. Advanced knowledge of computer and server hardware, operating systems, applications, network technology and the internet is **required**.
4. Experience overseeing relational database systems and software tools to gather, store, and normalize data
5. Experience overseeing network security, virus protection, and malware mitigation and countermeasures is **preferred.**
6. Advanced experience with recent versions of Windows OS, Windows Server, Mac OSX, Microsoft Office applications and networks, Linux, and others
7. Proficiency with coding principles, languages, and software
8. Three to five years of supervisory experience is preferred, including training and work delegation, scheduling and evaluating performance.
9. Extensive experience with project development and management is preferred.
10. Experience with management of Integrated Library Systems is preferred.
11. Ability to read, write, speak and understand English
12. Reliability and above average work attendance with ability to work flexible schedule including day, evening and weekend hours
13. Physical requirements: Engage in extended periods of sitting, standing, walking, bending, stooping, kneeling, typing and viewing computer monitors.. Engage in intermittent periods of

driving, climbing stairs, lifting and carrying equipment and materials occasionally weighing 40 – 60 pounds and pushing loaded book trucks weighing 75 - 100 pounds or more on tile or carpet. Occasionally required to move furniture or boxes of materials weighing up to 80 pounds and pull cable with resistance. Must have a high degree of manual dexterity and be able to use hands and fingers to grasp, handle and manipulate materials and operate tools and controls, including computers, phones and office equipment. Occasionally required to get on hands and knees to access equipment under furniture and climb ladders to access equipment overhead.
14. Favorable results of pre-employment background check.
15. Reliable transportation in order to meet work requirements.
16. Valid vehicle operator's license is required, with acceptable driving record and current vehicle insurance. Travel is required.
17. Required at time of hire: proof of eligibility to work in the United States.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

1. Knowledge of Library policies, procedures and operations, including emergency response (acquired after hire)
2. Knowledge of safe work practices and safe lifting techniques (acquired after hire)
3. Knowledge of Dewey Decimal System and alphabetization principles (acquired after hire)
4. Knowledge of the principles, theories, concepts, functions and services of a public library and of library administration (acquired after hire)
5. Knowledge of basic ILS records management and other technical services tasks (acquired after hire)
6. Experience with LAN and network architecture, including but not limited to ACTIVE Directory, TCP/IP, DHCP, DNS, routing and Firewall software and hardware
7. Advanced understanding of current knowledge management strategies and resources, database administration, and digital preservation.
8. Advanced analytical and problem solving skills.
9. Ability to lead in the collection, assessment, and presentation of data to aid in decision making.
10. Knowledge of telecommunications, including telephone, fax and VOIP
11. Ability to simultaneously manage duties and complete work with multiple interruptions and distractions
12. Ability to speak publicly to audiences of varying size and demographics
13. Ability to understand and follow specific instructions
14. Ability to work independently in the absence of close supervision
15. Ability to prioritize work and efficiently carry out assigned tasks and projects
16. Ability to remain mentally alert, focusing attention on detail and accuracy
17. Excellent organizational skills and attention to detail and accuracy
18. Experience leading and mentoring staff to adapt to change and to grow in the profession
19. Ability to provide oral and written instructions to staff clearly and concisely
20. Ability to assume responsibility and demand accountability, when necessary
21. Ability to plan, schedule and supervise staff and their assignments fairly and consistently

ESSENTIAL TASKS AND RESPONSIBILITIES:

Note: The duties listed below illustrate but do not limit the tasks performed by persons in this classification.

1. Consistently provide superior customer service.
2. Model behaviors that exemplify superior customer service.
3. Handle multiple interruptions at once, sustaining productivity and accuracy.
4. Exhibit professional, courteous and approachable demeanor at all times.
5. Supervise and adequately perform all aspects of department operations.
6. As the leader of IT, continuously foster a culture of teamwork, inclusivity, creative problem solving, and openness to new ideas and change.
7. Plan, direct, implement and evaluate the activities and objectives of the IT department.
8. Monitor and evaluate the effectiveness, efficiency, and quality of department services and workflow, utilizing project management principles to ensure timely completion.
9. Establish department procedures.
10. Oversee the procurement, installation, repair, replacement and maintenance of the Library's network and computer infrastructure..
11. Research, maintain and recommend enhanced security measures for library technology systems.
12. Assess budget needs and supervise budget expenditures.
13. Act as the liaison with all relevant vendors regarding purchase and use of their products and assist in the selection, monitoring and evaluation of contract services.
14. Work collaboratively with consortium partners.
15. Oversee administration of the library's ILS and translation of organizational policy into library system configuration
16. Participate in cross-functional teams and manage multiple projects simultaneously.
17. Explain relevant systems to non-technical persons and recommend training as needed.
18. Maintain strategic plan and disaster recovery procedures for all technology.
19. Oversee the library's VOIP system.
20. Work with key stakeholders to improve efficiencies, demonstrate outcomes, provide analytical support and develop performance metrics for new projects and initiatives.
21. Oversee data collection, organization, validation, and analysis and report actionable insights to stakeholders in support of the library's mission.
22. Lead the department in performing research and evaluating and presenting pertinent data and evaluate data collected to ensure consistency, accuracy, completeness and relevance to MRCPL goals and objectives.
23. Present regular statistical reports on organizational performance to library leadership
24. Collaborate with library leadership to ensure that performance metrics align with strategic goals.
25. Present complex data both in written and oral formats in clear and concise terms.
26. Adhere to state and federal requirements for gathering, reporting, and disseminating data information for public libraries.
27. Maintain awareness of current trends and best practices in information technology and data analytics and recommend new approaches as appropriate.
28. Maintain current knowledge of all Library programs.

29. Meet and communicate frequently with the Director on all issues and together set goals and develop objectives for the IT Department.
30. Using good judgment and common sense, deal tactfully and professionally with customers to resolve issues, based on Library policies and procedures, to the best interest of the Library, staff and public.
31. Serve as a member of the Coordinator's Group and attend Leadership Team meetings, working cooperatively with the Director on matters related to Library policies, procedures, projects and plans.
32. Interpret Library policy and procedure to staff and public as appropriate.
33. Represent the Library publicly at meetings and other activities, as directed.
34. Supervise staff, planning, organizing and directing work activities, participating in hiring, conducting orientation and training, preparing performance evaluations and recommending disciplinary action if needed.
35. Hold regular staff meetings and act on issues raised in such meetings in a timely manner.
36. Provide timely feedback to employees.
37. Document and handle conflict situations, including disciplinary procedures, appropriately and consistently, working in cooperation with the HR Coordinator to address and resolve such situations in a timely manner.
38. Deal quickly and appropriately with emergency situations in accordance with library policies and procedures.
39. Maintain regular and predictable attendance.
40. With reasonable accommodation, meet the physical requirements and perform essential tasks and responsibilities reliably within 6 months of on-the-job experience and training.

ADDITIONAL TASKS AND RESPONSIBILITIES:

Note: The duties listed below illustrate but do not limit the tasks performed by persons in this classification.

1. Adhere to, support and effectively implement Administration and Board policy, procedures and core values.
2. Maintain a file of computer configurations, service, warranties and purchases.
3. Provide direct assistance, IT ticket resolution and basic troubleshooting to enhance employee productivity.
4. Work with administration to evaluate physical space and layout needs as requested.
5. Recommend and implement policies and departmental procedures, evaluate effectiveness and suggest revisions as needed.
6. Oversee physical space, layout trends, space needs and usage in the IT Department
7. Engage actively in professional development through training, reading, association memberships, meetings, and involvement in other relevant activities.
8. Utilize professional resources and connections to monitor changes in the field.
9. Perform tasks in areas where seating is not provided, unless reasonable accommodation is requested
10. Act as Person In Charge (PIC) as requested, and work Sunday rotation when scheduled.
11. Safely operate hydraulic lift.
12. Attend meetings as scheduled by the Director.
13. Attend Staff Development Day, and additional workshops and seminars as assigned.

14. Perform additional tasks as required by the upward chain of command, which moves from the IT Coordinator to the Director.