

# Hamilton Public Library

## Manager, Web & Database Solutions

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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, this position is primarily fused on maximizing use of technology in a secure and efficient manner while optimizing solutions to deliver community value and advance the Library's mission and strategic goals.

What you will do:

- Responsible for the ongoing operation and management of a high availability and secure 24x7x365 IT environment including Web management, MS SharePoint online, Integrated library System (ILS), Database Management and Library Sorter Operation.
- Planning, managing and delivering innovative enterprise solutions and mission critical systems that provide library services to the public.
- Develop and implement data management strategies, policies, and procedures to optimize content management processes.
- Ensure that the Information System, Data, and IT Architecture interests are taken into account and engagement with the respective architects occurs for all solutions.
- Monitor and evaluate the performance of Content management applications, making recommendations for improvements and enhancements.
- Manage resources to ensure successful project delivery.
- Collaborate with cross-functional teams to understand business requirements and translate them into technical solutions.
- Ensure the integrity, security, and accessibility of content and information across the organization.
- Provide regular reports and updates to senior management on DT initiatives and performance.
- Provide managerial back up support to DT Infrastructure and DT Services

### Qualifications:

- Bachelor's Degree in Computer Science or Information Technology
- Certification in Project Management and Information Technology Infrastructure Library (ITIL) is an asset.

- A minimum of 5 (five) years relevant experience in a management or supervisory role or a combination of work and project experience that demonstrated strong leadership in managing projects and project teams in Information Technology, as well as strong customer-service orientation, a record of accomplishment, and a variety of work experiences.

**Skill and Competencies:**

- 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. Strong grasp of the principles of structured query language (SQL) or disaster recovery planning, metadata schema, and digital archiving principles.
- Demonstrated ability to work with a variety of software, applications, and utilities. Working knowledge with cloud applications, Web security and backup solutions
- 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.
- 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.
- Excellent project management skills with a track record of delivering successful IT projects on time
- 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. Possess a positive approach to collaborative leadership and skilled with group and team dynamics to 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.
- Demonstrated understanding of architecture principles and function of integrated library systems (ILS); a strong understanding of networks and network security; servers, software development life cycle best practices, agile development methodologies and quality assurance and controls to maximize the efficiency of products and systems.
- Exhibit a keen awareness of library and general technology trends and its potential impact on library service delivery and the life of communities.

**Salary** - \$101,757.04 – \$127,197.23 annual plus comprehensive benefits package

**Permanent Full Time**; 35 hours per week; Some travel required, normally Monday – Friday 9am – 5pm with some evening and weekend work as required

**Tentative start date:** As soon as possible

- The deadline for this application is 11:59pm on February 25, 2025
- Candidates proceeding to the formal interview process will also be required to submit a minimum of three (3) references as well as copies of proof of key qualifications (i.e. degrees, certifications, licences, driving abstract)
- Submission of references also stands as consent to obtain reference checks, personal or background checks and personnel file information as the Hamilton Public Library may require in connection with your employment. We respect the confidentiality of applicants and check references near the final stages of the selection process.
- The successful candidate will have to provide original proof of a Criminal Record and Judicial Matters Check. It is understood that the various checks referred to are for employment purposes only and you agree that you will not hold any party liable for the information given or received.
- 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.

***Please be aware the selection process may involve interviews, tests, and presentations or any combination thereof.***



HPL employees and users of HPL cloud-based applications are required to use Multi-Factor Authentication (MFA) as an essential measure to enhance the protection of HPL's technology assets. MFA augments technological security by requiring two steps for full authentication. Employees who do not have a Library-provided cellphone are expected to use their personal cellphone or internet connected device to satisfy the MFA requirement consistent with HPL policies and procedures.

Please send applications to [recruit@hpl.ca](mailto:recruit@hpl.ca) on or before 11:59 PM on the date of application closing.

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.