Technical System Resources Manager
Job Description

This position reports to the Executive Director. Is full-time/exempt and has no direct reports.

About Us

Texas Library Association (TLA) a non-profit organization founded in 1902 to promote libraries and library services in Texas, supports the work of libraries, library professionals, and educators throughout the state. Our membership of almost 6000 members includes library professionals from school, public, academic, and special libraries, and library supporters dedicated to helping libraries better serve their communities.

Essential Duties:

The Technical System Resources Manager is the key liaison between TLA's IT vendors and staff. The position serves as the primary point-of-contact for all new and evolving IT needs and serves as an organizational advocate who will support initiatives from conception to go-live, then serve as an escalation contact for system support-related issues.

The Technical System Resources Manager will develop a broad and deep understanding of the organization's business, operations, IT systems and technology-based intellectual property. The role is responsible for partnering with the TLA management team and appointed staff to identify opportunities to leverage technology to support TLA's growth objectives.

The Technical System Resources Manager has overall responsibility for ensuring that the organization is getting maximum value from existing software tools and vendor partnerships (e.g. AMS, CMS, etc.); that technology-related business processes are working efficiently and effectively; and, for ensuring that technology-related needs are understood, documented and addressed.

The Technical System Resources Manager will work alongside TLA's management to develop specific IT strategies and road maps and serve as a champion for the organization with outside vendors and industry partners.

Responsibilities include, but are not limited to:

Evolving Technology Requirements

- Initial evaluation of all new technology-related projects and initiatives, to ensure scope, requirements, scale and integrations are fully understood, all appropriate options are considered, and risks are evaluated up front.
- Work with the internal stakeholders to develop the Business Case and ROI for IT projects. Shepherd projects through the approval process where necessary.
- Evaluation of completed projects to demonstrate impact/ROI.

Optimization of Existing Tools

- Working with internal stakeholders and existing partners (e.g. AMS, CRM, IT service providers) to alleviate 'pain points' in existing processes and developing solutions by reviewing settings, workflow, and use cases.
- Understanding and evaluating product road maps to ensure the organization is taking advantage of new functionality at the appropriate time and optimizing business processes and/or settings to maximize the impact of new functionality available.
- Work closely with staff in all departments to understand requirements, identify appropriate technology solutions and champion them within the organization.
- Developing relationships with existing vendors.
- Continually research new products that will add value, improve efficiency, and benefit staff and members.
- Work closely with staff to resolve challenges and issues; encourage and foster creative, collaborative problem-solving.
- Work closely with Management to identify training needs and develop, provide or arrange appropriate training offerings.

Process Improvement & Innovation

- Understand and evaluate the organization's current processes and workflows and recommend new solutions (e.g. process changes, new software, or new ways of using existing software) to improve operational efficiency and/or financial performance.
- Identify opportunities to automate and streamline existing business processes, and work with the volunteer leaders to encourage adoption of new tools and ways of working.
- Work with stakeholders to document requirements, scope solutions and determine resource requirements to deliver these solutions.
- Attend IT and industry-specific conferences and network with vendors to understand alternative solutions and emerging industry trends.
- Ongoing evaluation of technology solutions for trending global issues, areas for enhancement and possible alternative vendors.

Other

- Perform any and all tasks as deemed necessary and as assigned by the supervisor and/or senior management.

Requirements and Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Bachelor's degree in Business Administration, Accounting, Finance, Management Information Systems or related discipline.
- Previous experience working in a fast-paced, technology-driven organization.
- Must be available to provide after-hours support as needed for staffing needs and emergencies.
- Must be available for travel 25% of the time.
- Competent proficiency with Microsoft Office 365 and Google Suite.
- Experienced project manager; specifically related to technology implementation.
- Ability to prioritize and work on several competing tasks at the same time.
- Detail-oriented with the ability to document reporting requirements and specifications.
- Excellent communication skills including written, verbal and presentation skills; comfortable engaging with senior-level staff and TLA's Executive Board and VIP's.
- Ability to write professional emails, letters, Request for Proposal (RFPs), proposals, and training material.
- Experience with creating a budget and budget forecast.
- Comprehension of AMS, CRM, CMS and other systems.

Other Experience:

- Business Analysis: minimum 3-5 years
- Information Technology: minimum 3-5 years
- Supporting end-users: minimum one year
- Some working knowledge of systems architecture and/or Integrations.
- Experience with writing CRM reports or the ability to learn with training provided.
- PMP or Agile Project Management Certification preferred, but not required.
- Experience with individual member or trade associations and conferences and meetings preferred.

Salary & Benefits:

Salary Range: Commensurate with experience

Excellent employee benefits provided including:
- Company-paid employee health, vision, dental, and ADD insurance
- Employer-matching 401(k) retirement fund up to 7%
- 21 paid holidays each year
- 10 paid vacation days each year
- 12 paid sick/3 personal days each year

- Flexible working hours with a schedule between 7:00 to 5:30
- Option for remote work up to 20% after initial training period of 3-6 months

To apply please submit your resume, cover letter, salary requirements and availability to:

Shirley Robinson, CAE
Executive Director
Shirleyr@txla.org