



Are you ready to “*Find Yourself Here*”? At the top public library system in the Nation.

CCPL is currently seeking a **Software Support & Applications Manager** here in Northeast Ohio. This individual will be joining an engaged staffed team that is eager to promote our mission of being at the center of community life by creating an environment where reading, lifelong learning and civic engagement thrive.

We offer:

- Competitive benefits
- Great pay
- Work life balance
- Top of the line programming
- Engaging wellness plan
- And so much more.

Review the summary of the job description below AND apply today: [6192694:Career Search \(saashr.com\)](#)

Software Support & Applications Manager

GENERAL SUMMARY

Under general supervision, evaluates, configures, maintains and performs setup of client and server software system-wide. Ensures that mission critical software is operational and documented. Responsible for tracking software licensing and keeping all software up to date and secure. Creates, tests, and documents custom reports and software solutions as needed. Supervises the ITD Specialist-Programmer/Analyst.

JOB REQUIREMENTS

Specific Knowledge, Skills, and Abilities required include:

- Knowledge of Microsoft applications and their cloud-based options.
- Defines best practices and provides technical mentorship to other team members.
- Act as the library expert for configuring and utilizing staff emergency notification system.
- Ability to act as SQL administrator, able to create custom queries, reports, and views.
- Ability to program scripting languages such as Perl and JavaScript.
- Knowledge of mobile technology systems and equipment.
- Ability to study and analyze system needs, systems development and systems process analysis, design, and re-engineering.
- Ability to evaluate and research software applications and provide solution recommendations based on staff needs and requirements.
- Skills in business management and systems research, systems analysis, and systems engineering.
- Knowledge of new and emerging technology through self-initiated research and continuing education.
- Knowledge of software delivery and monitoring tools.
- Knowledge of routers, Ethernet topology and of router, switch, and terminal server configuration.
- Knowledge of TCP/IP, DNS, SNMP, and SMTP.
- Knowledge of Windows, Apple, Linux, and Android operating systems.
- Ability to use network tools for problem diagnoses (PING, TELNET, etc.)
- Ability to apply advanced organizational, problem solving and analytical skills.
- Ability to resolve complex technical problems.
- Ability to work well under the pressure.
- Skill in advanced application of written and oral communications.

ESSENTIAL JOB FUNCTIONS

- Adds value as a key member of management; understands the organization, the information technology sector, customers, and strategy.
- Supervises direct report(s), provides direction, coaches, trains, develops, hires, and manages performance to organization goals and expectations.

- Provide solutions to problems through excellent internal and external customer service, and recommends options based on the needs of library staff and customers.
- Provides staff training and consultation and support to library staff.
- Designs, guides, and implements proof of concept and production solutions that deliver new features, functionality, and innovative products into the CCPL environment.
- Recommends, tests, and implements software solutions and updates.
- Creates and maintains software documentation.
- Creates and maintains workstation software images.
- Assists in creating and maintaining Active Directory user accounts and Exchange email accounts including system-wide distribution and contact lists.
- Assists in administering Group Policy in the Windows environment.
- Assists in monitoring spam firewall, email quarantine, and email archiver.
- Serves as a functional backup for the Network Engineer and Server Administrator.
- Participates in the development of library hardware and software standards.
- Complies with Cuyahoga County Public Library's policies, rules, guidelines, procedures, requirements, standards, and practices applicable to the job, including (but not limited to) work scheduling and attendance, customer service, use of Library property, computer use, personal conduct, and confidentiality.
- Safeguards the confidentiality of all library electronic and paper records.

Summary Minimum Education & Experience Required

- Bachelor's degree in Computer Science or a related field.
- MCSE and CCEE certification preferred.
- Minimum of two years hands-on software management and configuration experience in a multi-site LAN/WAN and Internet environment.
- Proficiency with at least one library software package or development tool/technology such as SQL, scripting languages, .NET applications, Java, C#, or Visual Basic.
- Experience installing, implementing and troubleshooting in a Windows, Apple, Linux, and Android environment.
- An acceptable combination of education, training, and experience that provides the above Knowledge, Ability, and Skills may be substituted for those listed.

OTHER TESTING/LICENSES REQUIRED

- A criminal background check is required, and pre-employment drug screening.
- A valid driver's license and reliable personal transportation is required, as well as the ability to meet Library's auto insurance requirements.

PHYSICAL DEMANDS AND WORKING CONDITIONS

- Must be available for on-call status for system support or emergencies as needed.
- Requires individual willing to work a flexible schedule of hours, including occasional evenings and weekends.
- Work involves near continuous use of computer terminal and requires light physical effort such as stooping and bending, and occasional lifting of objects up to 50 pounds.