

Support Services Manager Job Description

SUMMARY

The Support Services Manager oversees facilities, grounds, courier, and information technology (IT) for the Trails Regional Library district. This position organizes routine facilities management, ensures safety implementations, and schedules service calls within building maintenance budget requirements. This role supervises the courier, facilities, and IT staff and works closely with internal teams and external vendors to ensure library facilities are safe, functional, and ready for daily operations. This includes, but not limited to, building and equipment maintenance, event setup, asset and inventory control. The Support Services Manager serves as a member of the library's Administration Team, routinely interacting with the public and other library departments to deliver outstanding library services.

HOURS OF WORK

The Support Services Manager is a full-time exempt position with a minimum of 40 hours per week, typically 8:00 to 5:00, Monday through Friday. Work schedule is subject to change according to the needs of the library system, including evening and weekend hours.

ESSENTIAL DUTIES

In addition to any other duties as assigned, the Support Services Manager has these specific responsibilities:

Administrative

1. Collaborate with Director on budgeting for department needs. Stays within approved budget while completing authorized projects.
2. Maintain comprehensive list of department projects, updating priority as needed
3. Set and track capital projects and regular projects.
4. Inspect and retain all needed documentation & certificates from outside contractors
5. Attend staff meetings, conferences, continuing education and training sessions as requested.
6. Aid in the development and implementation of library policies, procedures and goals.
7. Provide department reporting and develop and maintain procedural documentation for department.
8. Create and implement written facility and technology plans to maintain library equipment and systems to ensure proper and efficient working order at all times
9. In collaboration with the Director, apply for and complete funding grants for facilities and technology.
10. Train, schedule, supervise and evaluate the work of the department technicians in carrying out tasks, projects, and work orders as determined by the needs of the library.
11. Keep department employees informed on all library policies and procedures as well as other news from the board, administration, or the district.
12. Resolve minor departmental personnel issues.
13. Collaborate with the Director to update emergency response documentation

Facilities

1. Provide friendly, efficient, and knowledgeable customer service to patrons and library staff with respect to buildings, parking lots, and grounds
2. Coordinate and monitor annual facilities maintenance schedule to address short-and long-term needs.

3. Troubleshoot building systems, maintenance, and infrastructure issues as needed, including HVAC, electrical, plumbing, carpentry, painting, equipment, and furniture movement.
4. Perform routine repairs required to maintain a high standard of safety, cleanliness, and efficiency for the library buildings and grounds
5. Prepare bid specifications, secure public bids or quotations and coordinate with Director to prepare recommendations for library Board approval.
6. Monitor and verify vendor and contractor compliance to agreements and work orders, including satisfactory completion and accurate billing.
7. Initiate purchase orders, inspect purchases, construction, and repairs, plan and schedule inspections, preventative maintenance, repairs and routine inspections of building infrastructure, including but not limited to walls, ceilings, doors, windows, hardware, and roofs.
8. Prepare and keep maintenance and inspection records, including a list of vendors (e.g. electrical, plumbing, HVAC, etc.), and all needed documentation & certificates.
9. Respond to off-duty buildings and grounds-related emergency calls
10. Maintain, repair, or replace tools, equipment, and vehicles and keep maintenance records for all vehicles
11. Coordinate with grounds/landscape contractor for additional onsite grounds maintenance during winter months (e.g., salt spreading, snow removal, etc.)
12. Maintain asset and inventory supplies, and order supplies as necessary in compliance with library practices
13. Coordinate groundskeeping and ensure all branches are maintained well. Work with branch managers for special projects.
14. Maintain open lines of communication with administration & branch/department staff regarding any building, grounds, mechanical, and maintenance issues
15. Perform essential duties of technicians when needed which may include janitorial tasks, courier route, etc.
16. Solicit and manage vendor relationships for the ongoing maintenance of the buildings and grounds
17. Coordinate with external contractors, manufactures, vendors, and appropriate library staff to make repairs that are beyond internal capabilities
18. Ensure materials are being delivered in a timely manner and be able to serve as backup driver as needed.
19. Ensure regular maintenance for vehicles and equipment, repairing or replacing as budget allows.
20. Inspect, assemble (if necessary), and deliver incoming equipment and furnishings.

Information Technology (IT)

1. Provide training and support to staff and public in the use of technology
2. Create & maintain technology inventory and replacement schedule (equipment & peripherals)
3. Work independently or with outside tech support to implement, monitor, and maintain all Library networks, staff email software, Google Workspace, and VOIP telecommunications systems
4. Work independently or with outside tech support/vendor to implement, monitor, and maintain all Library computers, including both hardware and software maintenance, updates, and troubleshooting. Install and maintain peripherals, such as firewall, switches, access points, printers, and etc.
5. Periodically coordinate with tech support for installation, upgrade and maintenance work on hardware and software outside of normal working hours to minimize downtime to customers

6. Investigate, troubleshoot, and resolve computer and network hardware, software, and telecommunications problems
7. Act as liaison to the Library's vendors for networking, telecommunications, security, and building systems software/hardware
8. Oversee the use and maintenance of the video surveillance software and camera system
9. Ensure compliance of all laws and regulations regarding the Internet, data storage, and security
10. Stay current on cybersecurity to maintain and protect the Library systems, networks, programs, devices, and data from cyber attacks
11. Stay current on new developments in technology and the effect on the Library; use research, analysis, and expertise to make recommendations and/or changes

CONDITIONS OF EMPLOYMENT

1. Regular attendance and performing tasks as assigned are essential job functions
2. Work with other staff of varying cultures, ages, and abilities
3. Work at varying paces to respond to needs of patrons and staff members
4. Travel to branch libraries and/or mandatory training sites is required

EDUCATION AND EXPERIENCE REQUIREMENTS

- High school diploma required; Bachelor's degree in computer science and information technology strongly preferred; additional education or certification in related technical field preferred.
- 5+ years in facility maintenance, building operations, or a related field, preferably in a public library
- 3+ years supervisory experience
- IT troubleshooting experience

SKILLS OR KNOWLEDGE REQUIRED

1. Ability to interact with public and staff in a positive manner and to maintain calm demeanor under pressure.
2. Ability to plan, organize, prioritize work assignments, and manage projects within assigned deadlines.
3. Ability to problem solve and effectively listen to and respond to staff and the public.
4. Ability to establish and maintain effective working relationships with other employees, vendors, contractors, and the public.
5. Excellent communication skills, with ability to speak professionally, in person or on the phone, with all levels of employees, vendors, contractors, and the public in English.
6. Able to write reports, documentation, and contracts in English.
7. Able to deal with frequent interruptions and shift focus as problems occur.
8. Strong leadership and supervisory skills.
9. Valid driver's license with no major violations in the last three (3) years, with ability to travel between various branches.
10. Demonstrate proficiency with, and knowledge of, building systems, equipment, tools, and safety precautions
11. High degree of organizational skills with careful attention to detail
12. Strong customer service orientation with the ability to establish effective relationships with staff and the public to achieve the goals of the library
13. Knowledge of commonly accepted custodial practices

14. Knowledge of computer hardware, operating systems (especially Microsoft Windows), and software. Familiarity with internet software, cloud-based tools, and content management systems.
15. Understanding of library-specific systems such as automation software, print and time management, filtering, and security tools.
16. Ability to work with minimal supervision, take initiative, and manage multiple tasks with sound judgment

PHYSICAL REQUIREMENTS

1. Ability to climb, stoop, kneel, crouch, crawl, lift and handle up to 50lbs. Ability to climb ladders and perform other physical tasks.
2. Perform strenuous physical activities that require strength and coordination
3. Tolerate exposures to equipment noise, fumes, allergens, cleaning devices, particulates, and fluctuating temperature
4. Work in normal and extreme outside weather conditions
5. Move in and around office equipment, including tight spaces
6. Operate computers, printers and copy machines.
7. Able to spend up to 4 hours standing or sitting while completing tasks
8. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential duties of this position.

COMPENSATION AND BENEFITS

Salary Track: H

Reports to: Director

Benefits: This position will receive the following paid benefits as detailed in the library's Personnel Policies: holidays, time off, insurance (health, life, short- and long-term disability), and retirement. The library offers optional dependent health insurance, vision, dental, life insurance and AFLAC plans at the employee's cost.

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