

## POSITION SPECIFICATION

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| <b><u>POSITION TITLE:</u></b> | Executive Director            |
| <b><u>REPORTING TO:</u></b>   | President, Board of Directors |
| <b><u>LOCATION:</u></b>       | Pittsburgh, PA                |
| <b><u>THE COMPANY:</u></b>    | <i>eiNetwork</i>              |

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Founded in 2002 from a collaboration between the Carnegie Library of Pittsburgh and the Allegheny County Library Association, the Electronic Information Network (eiNetwork), is a 501(c)(3) non-profit member organization dedicated to providing shared technology services to 46 independent public libraries at more than 75 locations in Pittsburgh and Allegheny County. Core services provided to libraries by eiNetwork include a high-speed fiber network, PC management, shared bibliographic database and public online catalog, and Microsoft 365 services (email, file storage, and Microsoft productivity applications), among others. Through the shared catalog, libraries in Allegheny County are able to participate in a reserve program that enables customers at all libraries to discover and request materials from other locations and have them delivered to a convenient library.

### **SCOPE AND RESPONSIBILITIES:**

The Executive Director is wholly accountable for the successful operations of the eiNetwork, the regional asset that furthers the mission of libraries by striving to ensure equal opportunity for residents of Allegheny County to access information electronically. The 46 public libraries in the Pittsburgh region are the “customers” of the eiNetwork. Under the governance of the eiNetwork Board, the Executive Director manages all aspects of the eiNetwork: team, budget, technical direction, strategic directions, and customer service.

#### **Specific Responsibilities:**

- Ensure that the eiNetwork provides the highest degree of customer satisfaction possible. Customers include: Carnegie Public Library of Pittsburgh, the public libraries of Allegheny County, and the users of the public libraries of Allegheny County, and associated agencies.
- Creates and implements the vision for how technology, processes, and communication can improve customer service and organizational efficiency, as well as how they can broaden the scope of the organization in positive ways for its stakeholders.
- Provides a high degree of public accountability in the financial, operational, strategic, and customer services areas.
- Builds and leads the staff of the eiNetwork, ensuring coordination of efforts as well as continual technical and professional growth.
- Manages the eiNetwork budget and ensures adherence to grant and foundation usage guidelines.
- Ensures the quality and suitability of the network components, desktops, servers, and applications that are provided, administered, and supported by the eiNetwork.

- Ensures open and effective communication between the eiNetwork and all its stakeholders (including its governing board, members, foundations, RAD, and associate entities).
- Negotiates contracts and licenses with vendors for all equipment and services necessary to further the mission of the eiNetwork.

**EXPERIENCE REQUIRED:**

- Ten or more years of experience in the IT field.
- A minimum of three years of strategic leadership experience in IS/IT operations, in an organization that supported 50+ locations. Prior success providing management and support in areas that included: network (technology infrastructure knowledge and skills), SaaS for specific applications, and organization collaboration applications such as Office 365, Google Apps, etc.
- A demonstrated sensitivity to understanding and meeting the expectation of internal and external “customers” of information technology.
- A deep understanding of the information technologies and their applications, and the ability to identify new uses to support its customers’ mission and operations of the eiNetwork.
- Experience working with a governing board.
- Experience managing (creating, balancing, modifying, reporting, and forecasting) a budget of at least three million dollars.
- Experience in building, coaching, empowering, and motivating a team of information technology professionals.
- The tact and experience needed to balance the conflicting requirements of two organizational entities and multiple user sites with widely varying levels of technical savvy and technical needs.
- Vendor management experience.
- Experience in the public and /or non-profit sector, or a demonstrated understanding of the nature and culture of these environments.
- Demonstrated strengths in packaging, promoting, and selling organizational initiatives. Successful experience applying for grants from foundations and government agencies would be beneficial.

**PERSONAL ATTRIBUTES:**

- Strong commitment to customer service and quality of service.
- Strong leadership, interpersonal skills, and communications skills. A team player with strong organizational, communications, and people skills, with the ability to work in a collaborative fashion, build consensus and persuasively influence outcomes.
- Enthusiasm for public service and the mission of public libraries. Personal understanding of (and appreciation for) regional libraries and their staffs, and the ability to effectively and diplomatically interface with these customers.
- Detail orientation.
- Highly accessible and consistently visible to customers, governing board, staff and other stakeholders.
- Ability to envision improvements in technology, process, and communications.
- Ability to turn vision into reality (financially, strategically, operationally, politically).
- Operations-oriented rather than sales/marketing- or research- oriented.
- Responsive to new ideas from staff, customers, governing board, and associated entities.
- High level of comfort serving in a strategic role, but also willing (and able) to “roll up the sleeves” and become directly involved in supporting technology issues and initiatives.
- High level of self-confidence and professional demeanor. Capable of interacting comfortably with all internal and external “clients”, including members of the Board of Directors.
- Strong self-initiative and inclination to operate in a proactive (not reactive) fashion.
- High energy level, bright, creative, articulate.
- Well organized, able to prioritize effectively and adept at managing personal and staff workloads.

**EDUCATION:**

- Bachelor's degree required; Master's degree in IS or MBA with a specialization in IS, preferred.

**COMPENSATION:**

- A comprehensive, competitive compensation package will be provided.

**CONTACT INFORMATION:**

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