



# The Library Network

## Libraries Working Together

41365 Vincenti Court, Novi, MI 48375  
Phone: (248) 536-3100 Fax: (248) 536-3097

### **Job Description**

#### **Jr. IT Systems Administrator**

**Full time**

#### PRINCIPAL FUNCTION

Under the direction of the Technology Services Manager, the Junior IT System Administrator is primarily responsible for:

- Providing helpdesk and hardware/software computer support as needed by The Library Network (TLN) staff or library members
- Providing secondary support to the Technology Specialist

#### RESPONSIBILITIES

1. Provide end user help desk support for both TLN staff and library members via phone, email or remotely.
2. Provide pc technical support for both TLN staff and library members on all supported hardware and software.
3. Prioritize helpdesk tickets and resolve accordingly.
4. Coordinates configuration, imaging and maintenance of computers and peripherals.
5. Installation and troubleshooting of pc based hardware and software.
6. Creates and maintains technology documentation and database of Library Technology hardware and software for libraries with prepaid pc contracts.
7. Perform routine tasks for the Shared System and Technology Services departments.
8. Perform TLN website maintenance tasks.
9. Provide secondary support, for the System Administrator, of the PC time and print management software used by member libraries.
10. Provide secondary support for the Technology Specialist including website maintenance and inventory management.
11. Test new software versions on test lab equipment.
12. Works collaboratively with System Administrator with prioritizing helpdesk tickets, managing prepaid pc contracts including documentation, learning how to install and support wireless networks and firewalls.
13. Above listed responsibilities are not inclusive; other relative duties that pertain to this position may be assigned by the Technology Services Manager.

#### QUALIFICATIONS and NECESSARY KNOWLEDGE, SKILLS, AND ABILITIES

1. Associates Degree in Computer Science, Computer Information Systems, Information Technology, technical certifications or equivalent work experience, A+ certification or similar certification required
2. Experience supporting computers with Windows operating systems required, minimum 2 years
3. Possess sound analytical problem solving and documentation skills
4. Ability to work some evenings and weekends on a regular basis
5. Significant travel to libraries located in Southeast Michigan
6. Problem solving ability and detail oriented
7. Excellent communication skills – verbal/written
8. Excellent organizational skills

Salary: \$36,504. - \$43,586. Salary is commensurate with experience.

Competitive benefits package, which includes: Michigan Employees' Retirement System (MERS) Defined Benefit Plan, Health, Dental, Optical, Life Insurance, Short-term and Long-term Disability. AFSCME Union position.

The Library Network is an Equal Opportunity Employer