Bloomfield Township Public
Library

EMPLOYMENT OPPORTUNITY

The Bloomfield Township Public Library is seeking a professional, friendly and resourceful Systems Technician to support the Library's computer hardware and software needs. The Bloomfield Township Public Library is a Class 5 library, with a service population of 41,070 people. There is strong community support for the Library and its collections, services and programs offered. Technology is integrated into Library services. The successful candidate will have a strong commitment to provide quality service to the staff and the public and the desire to work in a collaborative team environment.

POSITION TITLE:
Systems Technician

DEPARTMENT:
Systems, reporting to Systems Department Head

HOURS:
Full-time, 37.5 hours per week, including evenings and weekends on a flexible basis

WAGE & BENEFITS:
$20.41 per hour to start with an increase after successfully completing a 90 day orientation period. Benefits include: vacation, sick, holiday, personal business, and emergency time. Health, dental, and optical insurances, term life and disability income insurance provided. Eligible for deferred compensation and other voluntary benefits. Professional membership and opportunity to participate in professional development available.

RESPONSIBILITIES:
Support the library's Microsoft and Cisco networks. Set up, maintain, troubleshoot and repair computer hardware and software. Support the Library service platform and associated RFID equipment and POS system. Support patrons and staff in the use of the library technology. Assist in design and development of the library's website.

REQUIREMENTS:
- Associate degree in computer-related field
- Work experience in Microsoft Server OS, Internet Information Services (IIS), DNS, DHCP, Exchange, Windows Server Update Service
- Work experience in VMware vSphere Infrastructure and Barracuda backup, archive, spam and web filters and Symentec End-point.
- In-depth knowledge of computer hardware and software.
- Excellent communication skills and positive public service commitment.
- Able to lift, push and/or pull at least 50 pounds.
- Able to visually review materials and discern voice and audible tones.

PREFERRED: Work experience in Cisco network administration.

Application, resume, cover letter, due January 30, 2017. Application is available on the Library's website at www.btpl.org. Mail to:

Careers
Bloomfield Township Public Library
1099 Lone Pine Road
Bloomfield Township, MI 48302

OR email to careers@btpl.org

SYSTEMS TECHNICIAN
TYPICAL WORK WEEK'S TASKS

A typical work week for the Systems Technician may include:

• Perform, monitor and ensure the functionality of backup and archive systems
• Design and manage network security including the network firewall, access list
• Monitor and troubleshoot network connectivity including wireless access
• Monitor and troubleshoot spam web filters
• Monitor and troubleshoot Envisionware PC management system
• Monitor, analyze, and respond to system event and audit logs
• Update library's website
• Troubleshoot Sierra problems
• Manage licenses and media for all operating system related software
• Manage quotes and price comparison on replacement network equipment
• Prepare and maintain documentation, e.g., IP address list, re-image files and instructions
• Answer and solve problems with technology sent by staff and patrons
• Respond to emergencies using procedures for network, library system, phone system, Email system, Internet
• Set up and support accounts for library staff on Windows server, phone system, and e-mail system
• Answer and solve questions or problems from staff on hardware and software
• Set up new PCs and other equipment
• Install and upgrade software including business software in accounting department
• Directly assist staff patrons with public PCs on a daily basis
• Develop instructions and handouts for new equipment and software
• Set up equipment for staff and public programs
• Develop and maintain inventory database
• Evaluate and recommend new network technology for library
• Evaluate and recommend new hardware and software options for library
• Walk through the library daily and check security and condition of all public PCs
• Occasionally cover computer helpdesk when there is a shortage in the department
• Other duties as assigned