



## Charter Township of Waterford

### Job Description

## Library Information Systems Administrator

**Supervised By:** Library Director and Information Technology Director  
**Supervises:** No supervisory responsibility  
**FLSA:** Exempt  
**Grade:** 5 (\$64,813 - \$74,048)

### **General Summary:**

Under the general direction of the Library Director and the Information Technology Director, manages all the information technology systems for the Library Department. Serves as the primary technology support for library staff and assists staff supporting library patrons using library technology systems. Performs administrative functions concerning IT-related budgeting, purchasing, record keeping and reporting. Provides technical training, creates documentation and maintains, repairs, upgrades and replaces equipment and systems as needed. Works with system users to support, expand, update or modify systems. Serves as a member of the Information Technology team with responsibilities as assigned.

### **Essential Job Functions:**

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Assists the Library Director and the Information Technology Director in developing a long-term mission for public access to information technology in accordance with community needs and Township vision.
2. Provide technical support to Library staff, other Township staff and patrons for computer hardware, software, printing and peripheral devices.
3. Brings a positive and proactive customer service focused approach to all interactions with staff and the public.
4. In coordination with the Library Director, annually sets the library's technology priorities and drafts a technology budget for the library to implement those priorities.
5. Serves as the Information Technology department's primary point of staff support and information technology troubleshooter at the library. Additionally, supports Library staff in assisting library patrons with the use of technology in the library.
6. Installs, configures, supports and troubleshoots hardware, software and associated systems including standalone and networked computers, servers, printers and other devices.
7. In coordination with the Network Administrator, administers multiple Windows Active Directory-based domains and the library's local and wide area networks, virtual private networks (VPN) and associated equipment including physical and virtual servers, firewalls, switches, access points, VoIP phones, network cabling and related equipment.

8. Research and implement new and upgraded technology and solutions. Assists in the procurement process of IT products and services.
9. Responsible for providing technical support for the library's section of the Township web site including web site development and updates.
10. Establishes and maintains effective relationships with library cooperative automation and technology personnel, vendors, department administrators, other employees, professional colleagues and other interests. Represents the Library on various committees or at functions as necessary.
11. Serves as the Library's representative on the Information Technology team. Responsibilities may include assisting other Information Technology staff, assisting with information technology needs in other departments and participating in technology projects that serve the Township organization.
12. Responds to emergency assistance requests after hours remotely or in person as necessary.
13. Other duties as assigned.

**Required Knowledge, Skills, Abilities and Minimum Qualifications:**

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

1. Three years of experience working in IT support or systems administration.
2. Degree in a related field or a combination of relevant education, IT certificates and experience.
3. Demonstrated knowledge of Windows 7/8/10/11 as well as Windows Server operating systems.
4. Experience with installing, maintaining and repairing computer hardware including desktop PC's, laptops, mobile devices, printers and servers.
5. Experience administering and configuring local and wide area networks including firewalls, switches, wireless access points, fiber optics, and standard network services.
6. Experience administering Microsoft-based networks including Active Directory.
7. Experience managing web servers, applications and related HTML coding.

8. Though not required, preference will be given to candidates who have direct experience with hardware, software and cloud systems typically used in public library environments, especially the specific systems used at the Waterford Township Public Library.
9. Though not required, preference will be given to candidates who have experience with other IT systems including IP security cameras, VoIP systems, Office 365 and related Microsoft cloud services, Linux, server virtualization, social networking services, endpoint security, cloud-based services and website maintenance.
10. Ability to quickly learn new or unfamiliar technologies as needed.
11. Ability to critically assess situations and solve problems, and work effectively under stress, within deadlines, and changes in work priorities with minimal supervision.
12. Excellent verbal, interpersonal, and written communication skills.
13. Skill in training others to use technology products and systems.

### **Physical Demands and Work Environment:**

**The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.**

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to use hands to finger, handle, or feel; reach with hands and arms, stoop, kneel, crouch, or crawl. The employee may be exposed to the risk of electrical shock. The employee must frequently lift and/or move moderate to heavy weight objects. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus.

While performing the duties of this job, the employee regularly works in a business office setting. The noise level in the work environment is usually quiet.

Posting Date: 05/06/2025

Closing Date: 05/30/2025 by 4:00 p.m.

*Please include a resume and cover letter with application*

Application forms for this position can be obtained from the Human Resources Department, 5200 Civic Center Drive, Waterford, Michigan or on the Township's web page <https://www.waterfordmi.gov/jobs>

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