



EMPLOYMENT OPPORTUNITY AVAILABLE

Bloomfield Township Public Library is seeking a professional, friendly, and resourceful IT Assistant to support the Library's computer hardware and software needs. Bloomfield Township Public Library is a Class 5 Library, with a service population of 44,000+ people. There is strong community support for the Library and its collections, services, and programs offered. The Library promotes inclusivity in the diverse collections and programs available to all ages and abilities. 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: IT Assistant

DEPARTMENT: IT, reporting to the IT Department Head

HOURS:

Part-time, 20 hours weekly, including evenings, weekends and daytime hours; Sundays paid at time and one-half in addition to the 20-hour work week.

WAGE & BENEFITS:

\$21.35 to \$29.89 per hour, with an increase possible upon successful completion of a three-month orientation. Pro-rated paid time off benefits, i.e., sick, personal business, vacation, holiday, and emergency time. Term life and disability income insurance.

RESPONSIBILITIES:

- Teach and create technology classes
- Sets up audio-visual equipment for staff and public programs
- Provides patron support at the public service help desk
- Monitors the use of study rooms
- Provides technical support for staff
- Sets up, maintains, troubleshoots, and repairs computer hardware and software
- Demonstrates and provides instruction and training in technology
- Provides support to staff with Microsoft user accounts
- Assists in website development
- Assists in the development and implementation of library policies and procedures
- Maintains knowledge of state-of-the art technologies and trends
- Seek opportunities for professional growth and development

DUTIES MAY INCLUDE:

- Teaching computer classes to patrons on specific topics, e.g., Microsoft Office, scanning and editing, social media, internet security, Google docs, zoom, etc.
- Help patrons and staff with wi-fi printing and the BTPL mobile app
- Directly assist patrons with public PCs, copiers, fax machines, mobile devices, wireless access, app help, etc.
- Respond to IT tickets submitted by staff
- Set up new PCs and other equipment, including assisting in developing images for public and staff PCs
- Install and upgrade software
- Set up access for online databases and eBooks and other web-based resources
- Assist in the development and maintenance of the library website using WordPress

- Provide training for staff as needed
- Create and maintain documentation
- Order public supplies such as copy papers, pencils, cleaning items
- Create signs, bookmarks, and flyers for the Computer Center
- Inventory hardware and software
- Maintain technology-related user statistics
- Place service calls for AV equipment, copiers, vending equipment
- Prepare equipment (erase, clean-up, inventory) for used equipment sale
- Assist with IT projects and library-wide projects
- Perform other duties as needed

REQUIREMENTS:

MINIMUM:

- High school diploma
- Experience supporting users across a range of technical proficiency
- Experience on a help desk or in computer hardware and software set-up
- Knowledge of computer hardware and software
- Knowledge of audio-visual equipment
- Able to lift, push, and/or pull at least 50 pounds; ability to visually review materials and discern vocal and audible tones with or without reasonable accommodation
- Desire to serve the public in a positive manner
- Dependable and flexible
- Strong attention to detail

DESIRABLE:

- Associate degree in IT-related field, or current college students in IT or CS fields
- Experience teaching and training users in technology

APPLICATION: Due Wednesday, March 25. Start date: approximately mid-May.

MUST INCLUDE:

- Resume
- Cover letter
- Completed library online application form

To apply, go here: <https://bloomfieldtwp.bamboohr.com/careers/68>

Careers
 Bloomfield Township Public Library
 1099 Lone Pine Road
 Bloomfield Township, MI 48302
 248-642-5800
 Fax: 248-642-4175
 Email: careers@btpl.org

*We spark curiosity and imagination by connecting the
 community to resources, technology, and support.
 For more information about the Library, visit our website at
www.btpl.org*

Bloomfield Township Public Library provides equal employment opportunities to qualified persons without regard to race, color, sex, sexual orientation, religion, national origin, political views, age, disability, marital status, height, weight, or any other prohibited basis.