



HUMAN RESOURCES DEPARTMENT

ANNOUNCEMENT OF VACANCY

April 8th, 2026

POSITION: Library-PC/Network Maintenance Technician, Senior

AGENCY: Main Library

SALARY: \$75,743- \$84,790

For a complete description of Detroit Public Library, log on to www.detroitpubliclibrary.org.

APPLICATION INSTRUCTIONS – INTERNAL & EXTERNAL APPLICANTS

- *Submit completed resume with cover letter to halnajar@detroitpubliclibrary.org*

APPLICATIONS MUST BE SUBMITTED TO THE HUMAN RESOURCES OFFICE BY 4:00 p.m., May 4th, 2026

The Detroit Public Library provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

Library-PC/Network Maintenance Technician, Senior

Job Family: **Information Systems** FLSA Status: **Non-Exempt**
Revised Date: **April 2026** Bargaining Unit: **Non-Represented**

GENERAL PURPOSE: Under general supervision, oversees and coordinates computer installation, maintenance, and upkeep of all computers and the network for the Detroit Public Library (DPL) including all branch locations, to meet user needs and to maximize remote computing, telecommunications, or transmission capabilities.

SUPERVISION RECEIVED/EXERCISED: Works under the general supervision of the Library – Director, Information Systems; and does not exercise supervisory responsibility.

DISTINGUISHING CHARACTERISTICS: This is second in a series of two in the PC/Network Maintenance Technician job series. It is distinguished from the PC/Network Maintenance Technician in that incumbents in this class work more independently and under own initiative with limited supervision, perform a wider variety of tasks, including some non-routine tasks and troubleshooting, and possess a thorough knowledge of a specialized set of functions and responsibilities.

PRIMARY DUTIES AND RESPONSIBILITIES:

The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

- Ensures all daily network support is functioning for the Library network including Main, Branches, and the Library Services building; monitors and troubleshoots network connectivity; and oversees compliance with industry and Library standards.
- Develops and implements appropriate procedures and systems for monitoring the health and performance of the network; assists in the development of back-up and disaster recovery plans for systems and networks; and assists in the resolution of system or network security issues.
- Creates images for workstations and updates software as needed and scheduled; develops and tests computer images for the public and staff computers.
- Reviews work orders and read e-mail work requests and schedules work day as appropriate; documents and tracks work progress and completed work; outlines any issues/problems not solved for further analysis and completion.
- Sets up and configures servers for installing at various branch locations.
- Troubleshoots faulty computers; checks warranty coverage; if no longer under warranty; tests parts and removes any salvageable parts.
- Assists with the implementation of long and short range solutions to improve the network; shares ideas, skills and knowledge formally and informally with other IS staff; recommends computer products or software for purchase; and develops, tests and documents computer repair and maintenance procedures.

PRIMARY DUTIES AND RESPONSIBILITIES (Continued):

- Provides support to the Library – Director, Information Systems on matters as directed; participates on a variety of committees as assigned; prepares and presents reports and other necessary correspondence; attends and participates in professional group meetings; maintains awareness of new trends and developments in the fields related to area of assignment; ensures processes, policies and practices are interpreted and applied consistently and effectively; ensures accountability and compliance with all current and applicable state and federal laws, Library policies and procedures, rules and regulations.
- Ensures an environment of customer-responsive services, providing customer-responsive service and handling customer service issues.
- Performs other duties as assigned or required.

MINIMUM QUALIFICATIONS:

Education and Experience:

Associate's Degree or Technical Certification in Telecommunications, Computer Science, or related field and five years of experience repairing and maintaining Intel-based computers and troubleshooting networks; preferably in a multi-sited public service setting; OR an equivalent combination of education and experience.

Required Licenses or Certifications:

- Must possess a valid State of Michigan Driver's License.
- Cisco Networking Certification may be required within six months of hire.

Required Knowledge of:

- Windows Servers, how to create accounts, set security, and set up profiles for users.
- TCP/IP and networking protocols.
- Principles and practices of computer science.
- Network systems administration processes and procedures.
- Network administration tools, security tools and virus filters.
- E-mail systems and wireless networking.
- Other pertinent federal, state, and local laws, codes, and regulations.
- Modern office procedures, methods, and equipment including computers and computer applications such as word processing, spreadsheets, and statistical databases.
- Public library operations, services, and policies.
- Customer service standards and procedures.

Required Skill in:

- Interacting with people of different social, economic, and ethnic backgrounds.
- Performing and coordinating a variety of network functions for a large multi-sited library system.
- Creating accounts and setting security and profiles for users.
- Conducting network maintenance and troubleshooting network problems and repairing them.
- Interpreting variance reports and resolving connectivity and congestion problems as they impact services provided.
- Meeting deadlines and adapting to unexpected changes and interruptions in the workflow and in individual assignments.
- Working cooperatively and serving the staff and community.
- Responding to inquiries in effective oral and written communications.
- Utilizing personal computer software programs affecting assigned work and in compiling and preparing spreadsheets and reports.
- Establishing and maintaining effective working relationships with Library and department staff, board members, outside agencies, and the general public.

Physical Demands / Work Environment:

- Work is performed in a standard library environment.
- Subject to sitting, standing, walking, bending, reaching, and lifting of objects up to 50 pounds.