**City of Livonia**

# Computer Administrator I - Library

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| **SALARY** | $54,828.80 - $63,689.60 Annually | **LOCATION** | City of Livonia, MI |
| **JOB TYPE** | Regular Full-Time | **JOB NUMBER** | 1226 o.c. |
| **DEPARTMENT** | Civic Center Library | **OPENING DATE** | 03/20/2025 |
| **CLOSING DATE** | 4/6/2025 11:59 PM Eastern | | |

**The City of Livonia is an Equal Opportunity Employer**

## SALARY INFORMATION

$54,828.80 - $63,689.60 yearly

- Starting Salary: $54,828.80
- After Six Months of Successful Employment:  $55,952.00
- After One Year of Successful Employment: $56,950.40
- Maximum salary is achieved after four successful years of employment.

NOTE:  Annual salary adjustments may also occur, based on collective bargaining agreements.

## JOB RESPONSIBILITIES

The Computer Administrator I – Library provides frontline technical support to both staff and patrons, ensuring the smooth operation of the library's technology infrastructure and public computing environment. This position is responsible for assisting with the setup, configuration, installation, maintenance, and inventory of computer hardware, software, peripherals, and printers across all library branches. In addition to day-to-day IT support, this role will provide technical assistance for library programs, meetings, and events, helping to configure room technology and troubleshoot issues. The Computer Administrator I will also assist with basic website maintenance and content updates.

Essential Duties and Responsibilities:

- Provide technical support to library staff and patrons for computer hardware, software, printing, and peripheral devices across multiple locations.
- Install, configure, and maintain public and staff computers, printers, and related equipment.
- Troubleshoot hardware and software problems and resolve issues in a timely manner.
- Assist with setup, configuration, and technical support for library programs, meetings, and events, including setting up audio/visual equipment, projectors, microphones, and other technology.
- Assist with website maintenance, including uploading documents, updating text, and ensuring content is accurate and current.
- Track and maintain accurate inventory of technology assets.

- Work collaboratively with the Librarian II - Technology to develop and implement technology-related policies, procedures, and best practices.
- Assist with maintaining library network services in coordination with IT support partners.
- Provide basic training and guidance to staff and patrons on the use of library technology resources.
- Maintain accurate records of service requests, equipment installations, and troubleshooting steps taken.
- Stay current with emerging technologies, software updates, and library technology needs.
- Assist in coordinating technology projects, such as hardware refreshes and software upgrades.

## MINIMUM QUALIFICATIONS AND APPLICATION PROCESS

By the closing date of this announcement, an applicant must:

1. Be a citizen of the United States or resident alien with the right to work in the United States; and
2. Have Comp Tia A+ Certification or possess at least an associate degree in a computer-related field; and
3. Have knowledge of computer support, computer application software support; Windows operating systems and Microsoft Office Suite; and
4. Have a valid driver's license and an acceptable driving record.

NOTE:  Candidates will be required to submit original college degree and/or official transcripts.

### PARTS OF EXAMINATION AND WEIGHTS
Performance Test – 100%*

*If the number of qualified applicants exceeds fifteen, an evaluation of the fifteen applicants with the most appropriate and responsible combination of experience and training will be invited to the performance test. Candidates must pass the performance test in order to be placed on the eligible list.

## KNOWLEDGE, SKILLS, AND ABILITIES

Ability to:

- Provide hardware and software troubleshooting and support in a customer-facing environment.
- Communicate technical information clearly to non-technical staff and patrons.
- Work independently and collaboratively in a team environment.

Skill in:

- Organizational and time management with the ability to prioritize tasks.
- Excellent customer service and interpersonal skills.
- Providing technology support in a public library, educational institution, or public-facing environment.
- Setting up and supporting AV equipment for public events or meetings.

Knowledge of:

- Library-specific software and systems (ILS, public computing management, print management, etc.).
- Basic website maintenance skills (experience with content management systems preferred).

NOTE:  At the time of appointment, applicants are required to pass a pre-employment medical examination conducted by a physician authorized by the City of Livonia.

PURPOSE:  The purpose of this examination is to establish an eligible list to fill current, future, regular, and/or temporary vacancies.

HOW TO APPLY:  Applications can be completed anytime online at www.governmentjobs.com/careers/livonia. If work experience and/or specific skills are listed as qualifications, it will be the responsibility of the applicant to describe their experience and/or skills sufficiently in the Education and Work Experience sections of the application so that it may be

determined if they meet the stated qualifications. Applicants who do not comply will be disqualified from further consideration. Attachments or resumes are not accepted in place of completing the information requested on the official application. Applicants will be notified by e-mail of the next steps in the examination process.

PROBATIONARY PERIOD:   Appointees must satisfactorily complete a six-month probationary period before the appointment will be considered regular.

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**Employer**

City of Livonia

**Address**

Livonia City Hall, 33000 Civic Center Drive
3rd Floor Civil Service Department
Livonia, Michigan, 48154

**Phone**

(734) 466-2530

**Website**

http://www.livonia.gov

## Computer Administrator I - Library Supplemental Questionnaire

#### *QUESTION 1

**Do you have Comp Tia A+ Certification?**

○  Yes

○  No

#### *QUESTION 2

**Do you possess at least an associate degree in a computer-related field?**

○  Yes

○  No

#### *QUESTION 3

**Do you have knowledge of computer support, computer application software support, Windows and Microsoft Office?**

○  Yes

○  No

#### *QUESTION 4

**Do you have a valid driver's license and an acceptable driving record?**

○  Yes

○  No

* Required Question