

The Charter Township of Commerce is hiring a Full Time Technology Specialist to join its Technology Department. The Technology Specialist will serve primarily as the Township's Library Technology manager but **will** also have duties backing up IT support for other departments.

Desired Qualifications include: Bachelor's degree in computer science or related field or proven experience in IT support and management in a library or municipal setting; In-depth knowledge of computer and network hardware, software and website management tools; Demonstrated knowledge of Windows 10/11; Excellent communication skills and positive public service commitment; Good collaboration skills; Demonstrated ability to use office productivity software, such as Microsoft Word, Excel, and PowerPoint.

This position offers competitive pay, health insurance, dental and vision, personal time off, and a 401A retirement plan. If this seems interesting to you, visit our website at commercetwp.com/employment to view the job description and fill out the application, send your application and resume to: email jbushey@commercetwp.com or mail to Janet Bushey, Human Resources, 2009 Township Drive, Commerce Township, MI 48390

CHARTER TOWNSHIP OF COMMERCE

Technology Specialist – Full Time

Job Description

Reports to Director of Technology

The Technology Specialist, a member of the Technology Department of Commerce Township, will report to the Director of Technology and will primarily serves as the IT manager for the Commerce Township Community Library, a department of the Charter Township of Commerce. Duties include, but are not limited to:

Duties and Responsibilities:

- Oversee and perform technical work in the installation, trouble-shooting, modification, routine maintenance, updates, and minor repairs to staff and public computer hardware, software, AV equipment, and peripherals.
- Maintaining the network infrastructure of the library (firewall, servers, switches, etc.), including security
- Provides staff training and documentation in the use of information technology and computer systems.
- Website, intranet, and social media support and administration.
- Phone System Support and Administration
- Apple iPad support and administration
- Envisionware Services support and Administration (including PC Reservation, LPT:One Print Management, Self-Checkouts, RFID equipment, Tablet Station, and security gates)
- Support A/V Technology (TVs, paging system, meeting room projectors and sound)
- Support and Administration of Security Cameras and Door Access System
- Support Customers with the use of library technology (Public Computers, Wi-Fi), Tablet Station, etc.
- Maintain Equipment records, educational documentation, and software licensing documentation
- Plan and Implement staff and customer training (classes, programs, one-on-one sessions)
- Participates in professional meetings and continuing education activities.
- Assists in equipment purchasing.
- Assists the Director of Technology and Library Director in development of Technology Plan and preparation of the budget for staff and public hardware and software, copy/printing equipment, data communications, and network maintenance and service.
- Investigates and recommends innovations and practices related to technology that effectively improve services to the community.

Additionally, the Technology Specialist will assist on Township IT projects as assigned, backup in emergency situations at other township facilities, and perform IT support and administration duties as needed.

Qualifications:

Abilities:

- Math – Understanding of percentages, fractions, ratios, rates, and calculations is required.
- Reading - Ability to read, comprehend, and interpret complex manuals and instructions.
- Writing – Ability to write moderately complex instructions and communication problems, procedures for supervision or for others. Ability to write correspondence to employees and customers.
- Speaking – Ability to clearly communicate information and questions related to all aspects of the job in person and over the phone using effective verbal and written communication skills

Physical Requirements

Considered Light Work.

Lifting – up to 30 pounds on an occasional basis

Movement – Ability to maneuver as necessary to use copier, computer or other equipment necessary for the job.

Kneeling – stooping occasionally.

Walking – occasionally; Standing – occasionally; Sitting – frequently

Use of hands – constantly

Reaching – frequently

Vision – near vision required, color vision preferred.

Hearing – must be able to hear and understand normal speech in same room and on the phone.

The Charter Township of Commerce values diversity in its workforce and is an Equal Opportunity Employer that does not discriminate on the basis of race, sex, age, color, sexual orientation, religion, national origin, marital status, genetic information, veteran's status, disability, or any other basis prohibited by federal, state or local law