



## EMPLOYMENT OPPORTUNITY

The Bloomfield Township Public Library is seeking a professional, friendly and resourceful Systems Specialist to support the Library's computer hardware and software needs. The Bloomfield Township Public Library is a Class 5 library, with a service population of 41,070 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:** Systems Specialist

**DEPARTMENT:** Systems, reporting to Systems Department Head

**HOURS:**

Full-time, 37.5 hours per week, including evenings and weekends on a flexible basis

**WAGE & BENEFITS:**

\$23.73 with an increase after successfully completing a 90 day orientation period. Paid time-off. Benefits include: vacation, sick, holiday, personal business, and emergency time. Health, dental, and optical insurances, term life and disability income insurance provided. Eligible for deferred compensation and other voluntary benefits. Professional membership and opportunity to participate in professional development available.

**RESPONSIBILITIES:**

Support the library's Microsoft and Cisco networks. Set up, maintain, troubleshoot and repair computer hardware and software. Support the Library service platform and associated RFID equipment and POS system. Support patrons and staff in the use of library technology.

**REQUIREMENTS:**

- Associate degree in computer-related field.
- Experience in Microsoft Server 2016, Group Policy, DNS, DHCP, Exchange, and Windows Server Update Service.
- Experience in server virtualization environment such as VMware vSphere Infrastructure.
- Experience managing network security, Symantec End-point, spam and web filters.
- CompTIA A+ certificate or equivalent experience.
- In-depth knowledge of computer hardware and software.
- Excellent communication skills and positive public service commitment.
- Able to lift, push and/or pull at least 50 pounds.
- Able to visually review materials and discern voice and audible tones.

**PREFERRED:**

- Experience in Cisco Switching and Routing, Firewall, Wireless Controller, Prime, and VoIP.
- Familiar with library systems and services, such as ILS, PC time management, print management, and Deep Freeze software.

**APPLICATION, RESUME, COVER LETTER:** Due Monday, July 8, 2019

Application is available on the Library's website at [www.btpl.org](http://www.btpl.org).

Please submit application materials to:

Careers  
 Bloomfield Township Public Library  
 1099 Lone Pine Road  
 Bloomfield Township, MI 48302  
 248-642-5800

OR via email in PDF format to [careers@btpl.org](mailto:careers@btpl.org)

### **SYSTEMS SPECIALIST TYPICAL WORK WEEK'S TASKS**

A typical work week for the Systems Specialist may include:

- Perform, monitor and ensure the functionality of all systems and backups
- Monitor and troubleshoot network connectivity including wireless access
- Troubleshoot hardware and software issues
- Monitor and troubleshoot spam and web filters
- Monitor and troubleshoot Envisionware PC management system
- Monitor, analyze, and respond to system event and audit logs
- Troubleshoot Sierra problems
- Manage licenses and media for all operating system related software
- Manage quotes and price comparison on replacement equipment
- Prepare and maintain thorough documentation
- Monitor and respond to support tickets
- Respond to emergencies whenever needed
- Set up and support accounts for library staff on Windows server, phone system, and e-mail system
- Set up new PCs and other equipment
- Install and upgrade software
- Directly assist staff patrons with public PCs on a daily basis
- Develop instructions and training for new equipment and software
- Support AV equipment in public meeting rooms
- Develop and maintain inventory
- Evaluate and recommend hardware, software and network technology options for library
- Walk through the library daily and check security and condition of all public PCs
- Cover Computer Helpdesk as needed
- Other duties as assigned