EMPLOYMENT OPPORTUNITY AVAILABLE

The Bloomfield Township Public Library is seeking a professional, friendly and resourceful Systems Assistant 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 Assistant**

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

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

WAGE & BENEFITS:
  $19.26 – 25.45 per hour, with an increase possible upon successful completion of 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:
- Sets up audio-visual equipment for staff and public programs
- Teaches classes for Microsoft Office, the Internet, and virtual learning
- 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 for the staff
- Backup as account operator for Windows users
- Assist in website development
- Assists in the development and implementation of library policies and procedures.
- Maintains knowledge of state-of-the art technologies and directions
- Seeks opportunities for professional growth and development.

DUTIES MAY INCLUDE:
- Teach a computer class to public on specific topics, e.g., Microsoft Office, Scanning and Editing, Social Media, Internet Security, Google Docs, Zoom, and any apps etc.
- Help with Wi-Fi and printing and mobile apps
- Directly assist patrons with public PCs, copiers, fax machines, etc.
- Directly assist patrons with mobile devices, wireless access, app help
- Respond to tickets submitted by staff via the Help Requests software on computer hardware and software.
- 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 maintain the library website, using WordPress
- Provide training for staff as needed including new phone and computer projects, web content, etc.
- Create and maintain systems documentation
- Order public supplies such as copy papers, pencils, cleaning items
- Create signs and bookmarks and flyers for Computer Center.
- Inventory hardware and software
- Maintain technology-related user statistics
- Provide meter-reading for copiers
- Place service calls to AV equipment, copiers, vending equipment.
- Prepare equipment (erase, clean-up, inventory) for used equipment sale
- Assist with Systems' projects and library wide projects as needed
- Perform other duties as needed

REQUIREMENTS:
MINIMUM:
- High school diploma
- Experience on help desk or in computer hardware and software set-up
- Knowledge of various computer hardware and software
- Knowledge of audio-visual equipment
- Skills and experience with WordPress
- Able to lift, push, and/or pull at least 50 pounds
- Able to visually review materials and discern voice and audible tone
- 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

APPLICATION:
Due Friday, June 18, 2021. A resume, cover letter, and a clerical skills test must accompany your application. The application and the test are available at the Library's Welcome Desk. The application is also available on the Library's website at btpl.org/about-us/employment-volunteer/

TO:

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

Applications can also be delivered to the Library in person.

Bloomfield Township Public Library champions the power of words to spark discovery and imagination.
For more information about the Library, visit our website: www.btpl.org