



EMPLOYMENT OPPORTUNITY

Bloomfield Township Public Library is seeking a professional, friendly, and resourceful Systems Specialist to support the Library's computer hardware and software needs. Bloomfield Township Public Library is a Class 5 library, with a service population of 44,253 people and has a \$7.9 million annual operating budget. 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 providing quality service to the staff and the public and the desire to work in a collaborative, team environment.

POSITION TITLE: Systems (IT) Specialist

DEPARTMENT: Systems (IT), reporting to Systems Department Head

HOURS:

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

WAGE & BENEFITS:

\$26.95-36.98 per hour with increase upon successfully completing a 90-day orientation period. Benefits include paid leave time such as vacation, sick, and emergency time. Health Insurance, Dental and Optical Insurance, Term Life and Disability Income Insurance provided. Employee assistance program (EAP). Eligible for Deferred Compensation and other Voluntary Benefits. Opportunity to participate in professional development.

RESPONSIBILITIES:

- Support the Library's website, integrated library system, mobile app, and digital resources.
- Design, develop, and maintain the Library's web presence with a focus on accessibility.
- Support all aspects of the Innovative Interfaces integrated library system, including all modules such as circulation, acquisitions, cataloging, serials, WebPAC, Encore, and Vega.
- Support the Library's servers and network.
- Set up, maintain, troubleshoot, and repair computer hardware and software.
- Support patrons and staff in the use of library technology.

DUTIES MAY INCLUDE:

- Perform, monitor, and ensure the functionality of all systems and backups.
- Apply ADA and accessibility standards to all aspects of the Library's digital services.
- Develop, plan, and conduct technology programs.
- Monitor and troubleshoot network connectivity including wireless access.
- Monitor and troubleshoot spam and web filters.
- Monitor, analyze, and respond to system event and audit logs.
- 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 when needed, including assignments as Person-in-Charge.
- Set up and support accounts for library staff on Windows server, phone system, and email system.
- Develop instructions and training for new equipment and software.
- Support AV equipment in public meeting rooms.
- Evaluate and recommend hardware, software, and network technology.
- Update and implement new features in Sierra, Encore, and Vega.
- Support Envisionware RFID, PC management system, and POS systems.

- Other duties as assigned.

REQUIREMENTS:

MINIMUM

- Associate degree in computer-related field or equivalent experience.
- Work experience in Web development such as architecture, design, and maintenance, including:
 - HTML, CSS, JavaScript, PHP, MySQL, and CMS platforms such as Wordpress.
- In-depth knowledge of computer hardware and software.
- Excellent communication skills and positive public service commitment.
- Ability to lift, push, and/or pull at least 20 pounds; ability to visually review materials and discern vocal and audible tones, with accommodations as needed.

DESIRED:

- Experience in Microsoft Server, Group Policy, DNS, DHCP, Office 365, and Windows Server Update Service.
- Experience in server virtualization environments.
- Experience managing network security, endpoint protection and cyber security best practices.
- 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.
- Public library experience.

APPLICATION: Due Wednesday, December 27

Employment Start Date: approximately the first week of February

Your application must include:

- resume
- cover letter
- completed library application form

The application is available at the Library's Welcome Desk and online at <https://btpl.org/employment/Careers>

Bloomfield Township Public Library
1099 Lone Pine Road
Bloomfield Township, MI 48302
Email: careers@btpl.org
Fax: (248) 258-2555

Applications can also be delivered to the Library in person.

We spark curiosity and imagination by connecting the community to resources, technology, and support.

For more information about the Library, visit our website at www.btpl.org

Bloomfield Township Public Library provides equal employment opportunities to qualified persons without regard to race, color, sex, sexual orientation, religion, national origin, political views, age, disability, marital status, height, weight, or any other prohibited basis.