EMPLOYMENT OPPORTUNITY AVAILABLE

Bloomfield Township Public Library is seeking an enthusiastic, forward thinking, and experienced individual to serve as our Systems Department Head. The successful candidate will have a strong commitment to provide quality service and the desire to co-author a vision of how technology can be integrated into direct and indirect public service in a collaborative, team environment. Bloomfield Township Public Library is a Class 5 library serving a community of 41,070 residents. Community support is strong for the Library and its collections, programs, and services. The Library is a member of The Library Network cooperative.

POSITION TITLE: Department Head, Systems

DEPARTMENT: Systems, Reporting to the Library Director

HOURS:
Full-time, 37.50 hours per week including nights and weekends on a flexible basis. Includes on-call responsibilities.

WAGE & BENEFITS:
$63,691 to $87,759 or $32.80 to $40.00 per hour. Benefits include paid leave time such as vacation, sick, holiday and emergency time. Health Insurance, Dental and Optical Insurance, Term Life and Disability Income Insurance provided. Defined contribution retirement plan and retiree health savings plan offered. Eligible for Deferred Compensation and other Voluntary Benefits. Employee Assistance Plan. Opportunity to participate in Professional Development.

RESPONSIBILITIES:
This position is responsible for managing all aspects of the Systems department to ensure positive service is provided to meet community needs, and that the department operates smoothly. Oversees and administers the Library's network operations including Microsoft Windows and Office 365, VMWare virtual environment, VOIP phone systems, and wireless provisions. Implements and maintains all aspects of network security. Prepares and monitors department and library-wide technology budget. Works with Circulation and Technical Services departments to maintain Innovative Interfaces's Sierra ILS including RFID, POS and ecommerce for patrons. Oversees the collection and reporting of statistics, and the development of documentation and staff training on software and equipment. Oversees the development and presentation of technology education classes for the community. Maintains knowledge of library technology developments and trends. Seeks opportunities for professional growth and development. This position is a member of the Library's management team and will participate in strategic planning, and policy development, among other management level team responsibilities.

DUTIES MAY INCLUDE:
- Supervises all Systems staff, including hiring, training, job evaluations, and the scheduling of work
- Attends bi-monthly Management Advisory Committee (MAC) meetings.
- Responsible for developing and tracking Systems budget.
- Oversees the collection of statistics of Systems operations and prepares a narrative of statistical reports for the Library Director.
- Perform, monitor, and ensure the functionality of all systems and backups
- 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
- Take phone call at midnight regarding non-functional alarm system if Facility Services Department Head is not available
- Oversee the set up and support of accounts for library staff on Windows server, phone system, and email
- Directly assist staff and/or patrons with public PCs on a daily basis
- Communicate with vendor to address self-checkout equipment issues
- Oversee the development of instructions and training for new equipment and software
- Oversee the support of AV equipment in public meeting rooms
- Oversee the development and maintenance of 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

REQUIREMENTS:
MINIMUM:
- ALA accredited Master's degree in Library and Information Science plus a minimum of four years professional library experience.
- Master's degree coursework in computer science or undergraduate degree or coursework in computer science
- One to two years supervisory experience.
- Experience managing network security, spam and web filters.
- In-depth knowledge of computer hardware and software.
- Experience in server virtualization environment such as VMware vSphere Infrastructure.
- Experience in Microsoft Server 2016 or 2019, Group Policy, DNS, DHCP, and Windows Server Update Service.
- Experience with Cisco routing and switching.
- Proven interpersonal and public relations skills to work effectively with staff, and the community in a team environment.
- Excellent communication skills.
- Ability to interpret statistical data, analyze information, and evaluate programs.
- Ability to lift, push, and/or pull at least 20 pounds.
- Ability to review materials and discern voice and audible tones.
- Strong desire to serve the Library in a positive manner.
DESIRED:
- Experience with Innovative Interface's Sierra; EnvisionWare products; print release products.
- Considerable knowledge and experience in information technology especially in a public library environment.
- Demonstrated ability to mentor, motivate, and inspire others.

APPLICATION:
Due January 10, 2022. A resume, cover letter, and responses to essay questions below must accompany your application. The Application is available at the library's Welcome Desk and online at www.btpl.org/employment-volunteer/

Please provide a written response to the following 2 questions (250-word limit per question):

1. If budget, time, and labor were not an issue, what technological system or enhancement would you implement in a public library to improve public service?
2. Describe your approach to communicating IT information to public library staff.

Submit application packet 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*