



EMPLOYMENT OPPORTUNITY AVAILABLE

Bloomfield Township Public Library is seeking an enthusiastic, forward-thinking, and experienced individual to serve as our Systems Assistant Department Head. The successful candidate will have a strong commitment to provide quality public service and the desire to work in a collaborative, team environment. Bloomfield Township Public Library is a Class 5 library serving a community of 41,070 residents. There is strong community support for the Library and the collections, programs and services offered. The Library is a member of The Library Network cooperative as well.

POSITION TITLE: Assistant Department Head, Systems

DEPARTMENT: Systems, reporting to the Systems Department Head

HOURS:

Full-time, 37.50 hours per week including nights and weekends on a flexible basis.

WAGE & BENEFITS:

\$59,129.77 to \$81,128.77 or \$30.32 to \$41.60 per hour with increase upon successfully completing a three-month 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. Eligible for Deferred Compensation and other Voluntary Benefits. Opportunity to participate in Professional Development.

RESPONSIBILITIES:

This position assists the Department Head in the operation of all aspects of the Department, including supervision of employees, program development, customer service, and systems administration.

- Supervises clerical assistants including hiring, scheduling, training, and performance evaluations.
- Keeps the department running smoothly in the absence of the Department Head.
- Works with the Department Head and public service staff to coordinate projects and implement new systems.
- Works with the Systems Department head to manage all aspects of the library's technology systems. Set up, troubleshoot, and repair computer hardware and software.
- Stay up to date in library technology developments and trends.
- Develops, plans, and conducts technology programs.
- Participates on committees for various Library programs.
- Assists in the development of Library policies and procedures.
- Provides positive, pleasant professional service to patrons and staff in the use of library technology.

DUTIES MAY INCLUDE:

- Serve as Library Senior-in-charge to respond to emergencies and resolve patron issues.
- Schedule staff for coverage of daily department responsibilities.
- Perform, monitor, and ensure the functionality of all systems and backups.
- Monitor and troubleshoot network connectivity including wireless access.
- Monitor, analyze, and respond to system event and audit logs.
- Monitor and respond to support tickets.
- Troubleshoot Sierra problems.
- Install, upgrade, and troubleshoot hardware and software.
- Manage quotes and price comparison on replacement equipment.
- Prepare and maintain thorough documentation.
- Respond to emergencies whenever needed.
- Oversee and set up and support accounts for library staff on Windows server, phone system, and e-mail system.
- Directly assist patrons and staff with technology.
- Oversee the development of instructions and training for new equipment and software.
- Oversee the development and maintenance of inventory.

- Evaluate and recommend hardware, software, and network technology options for library.
- Work on computer helpdesk and monitor public PC's.
- Other duties as assigned.

REQUIREMENTS:

MINIMUM:

- Bachelor's degree or equivalent experience in a computer related field.
- One to two years supervisory experience.
- Minimum of three years public library experience.
- Ability to train, supervise, and motivate staff.
- Ability to establish and maintain effective working relationships with supervisors, coworkers, and patrons.
- Excellent communication skills and positive public service commitment.
- Skill in organization and time management.
- Experience in Microsoft Servers, Group Policy, DNS, DHCP, Office 365 Administration, and Active Directory.
- Experience in server virtualization environment such as VMware vSphere Infrastructure.
- Experience managing network operations, network security, endpoint protection, and cybersecurity best practices.
- In-depth knowledge of computer hardware and software.
- Strong skills in using Windows-based computers, MSOffice, database searching, downloadable resources, and the internet.
- Ability to perform extensive visual review of digital data, and to discern voice and audible tones.
- Ability to lift, push, and/or pull at least 20 pounds.

DESIRED:

- Considerable knowledge and experience in Networking and Cybersecurity best practices.
- Experience with Innovative Interface's Sierra; EnvisionWare products; print release products.
- Considerable knowledge and experience in information technology especially in a public library environment.
- Experience in Cisco Switching and Routing, Firewall, Wireless Controller, Prime, and VoIP.
- Experience with WordPress, HTML, CSS, PHP, and JavaScript.
- Demonstrated ability to mentor, motivate, and inspire others.

APPLICATION: Due Sunday, June 5, 2022

Your application must include:

- resume
- cover letter
- completed library application form

The application is available at the Library's Welcome Desk and online at btpl.org/about-us/employment-volunteer/

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.

*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