

WILLIAM P. FAUST
Public Library of Westland

**SYSTEM TECHNICIAN (40 hours)
Job Description**

RESPONSIBILITIES OF POSITION:

Under supervision of the Systems Administrator, the System Technician is the system/network engineer for the local area network consisting of servers and workstations with associated peripherals, and various network hardware and equipment. Cross-training and working in other departments is a requirement. This position requires complete confidentiality. Classification is nonexempt status.

ESSENTIAL FUNCTIONS:

1. Design, implement, manage, and maintain network infrastructure including firewall, wireless access points, router, switches, filter appliances, and cables.
2. Install, configure, and troubleshoot operating system software, networking software, library automation software, and other application software.
3. Administer Windows-based servers, including Domain Controllers, mail server, DNS, Web, SAM, DeepFreeze, and NAS file servers. Administer Linux based servers, including content filters, and Minecraft gaming server.
4. Set up, maintain, troubleshoot, repair, and replace computer hardware and peripherals.
5. Perform data backup and imaging of crucial data for servers, staff workstations and networking devices, and disaster recovery operations.
6. Monitor the performance of computer systems and networks in order to determine whether and where adjustments should be made.
7. Assist in the management of network security including firewall, anti-virus, anti-Spyware, file permissions, user accounts, system updates, and security patches. Respond to any compromised situations in a timely and effective manner.
8. Develop and conduct training and instruction for computer users on operating system, application and hardware issues.
9. Assist and train staff in maximizing use of computing systems.
10. Interface with hardware and software vendors for advanced technical support, warranty, and repair.
11. Assist with the administration of the Hosted Library System and PC Management System.
12. Assist contractors with computer and network problems on HVAC and security systems.
13. Set up audio/video equipment for events such as presentations, classes, or movie parties.
14. This position requires complete confidentiality.
15. Uses own vehicle for travel away from the library building.
16. Cross-training and working in other departments is a requirement.

KNOWLEDGE AND ABILITIES:

1. Knowledge and understanding of LAN, networking, Microsoft Windows systems, Linux systems, components, peripherals, and software is required.
2. Experience with firewalls, content filters, anti-virus or other security technologies.
3. Experience with web technologies and software including Apache, IIS, DNS, DHCP, and RDP.
4. Experience with virtualization software, including Hyper-V.

5. Experience with remote systems management and a working knowledge of Powershell, Perl, or Python scripting languages.
6. Good communication skills and the ability to interact professionally with management, staff, vendors, and the public.
7. Ability to establish and meet priorities for service, maintenance, upgrades, and training.
8. Ability to work independently and collaboratively.
9. Ability to plan and accomplish technical work.
10. Ability to use knowledge and training to productively serve the needs of the library.
11. Willingness to maintain skills in above-mentioned areas through active participation in appropriate professional learning experiences.
12. Ability to perform duties with minimal supervision.

PHYSICAL DEMANDS OF POSITION:

1. Sitting, standing, walking, climbing, and stooping.
2. Bending, twisting, and reaching.
3. Talking and hearing; use of the telephone.
4. Far vision at 20 feet or further; near vision at 20 inches or less.
5. Lifting and carrying: 50 pounds or less.
6. Handling: picking up and moving computer hardware and peripherals.
7. Fingering: typing, writing, filing, sorting, shelving, and processing.
8. Pushing and pulling: objects weighing up to 60-80 pounds on wheels.
9. Mobility: travel to meetings and vendor visits outside the library building.
10. Ability to stand for long periods of time.
11. Ability to use a computer for long periods of time.

MENTAL REQUIREMENTS:

1. Communication skills: effectively communicate ideas and information both in written and oral form.
2. Reading ability: effectively read and understand information contained in memoranda, reports, and bulletins, etc.
3. Ability to comprehend and follow instruction: effectively follow instructions from supervisor, verbally and in written form.
4. Mathematical ability: calculate basic arithmetic problems (addition, subtraction, multiplication, and division) without the aid of a calculator and advanced calculations with a calculator.
5. Time management: set priorities in order to meet assignment deadlines.
6. Planning and organizational skills: develop required plans to solve problems; take advantage of opportunities to accomplish goals; establish systematic methods for accomplishing goals.
7. Equipment: computer literate.

ENVIRONMENTAL WORKING CONDITIONS:

1. Inside work environment.
2. Flexible work hours including frequent evening and weekend hours.
3. Flexibility to substitute when staff shortages arise.

EQUIPMENT USED:

Computer terminal, library automation system, calculator, copy machine, fax machine, printer, software programs, telephone, printing equipment, audiovisual equipment, building security system, motor vehicle, tools for repair, and other equipment as added or required.

EDUCATION AND EXPERIENCE:**Required**

1. Associate's Degree in Computer Science or Computer Information Systems required;
2. At least two years IT experience.
3. A+, Network+, and Security+ certifications or equivalent knowledge
4. MCSA (Server 2000 or 2003) and MCTS (Server 2008) or equivalent knowledge
5. CCNA or equivalent knowledge

Preferred

1. Bachelor's Degree in Network and IT Administration, Computer Science, or Computer Information Systems preferred

Compensation: starting at \$16.75 per hour, plus benefits (Medical, Dental, Retirement, Vacation, Personal and Holidays)

Please send résumé with cover letter to:

Daniel Wetterstrom, Systems Administrator
dan.wetterstrom@westlandlibrary.org

Westland Public Library
6123 Central City Pkwy
Westland, MI 48185
734-326-6123
<http://www.westlandlandlibrary.org>