

William P. Faust Westland Public Library
Job Posting – Full Time
Technology Coordinator

Principal Function

Under general administrative direction, the Technology Coordinator oversees and coordinates all Library technology and electronics. This may include, but not be limited to:

- Support of all Library-oriented servers, software, and specialized hardware
- Computer hardware and software installation, support, troubleshooting, and training
- Printer, fax, scanner, and copier installation, support, troubleshooting, and training
- Basic network (LAN/WLAN) troubleshooting of firewalls, routers, switches, and hub

Essential Responsibilities

Server and Computer Administration

- 1) Administration of Windows-based servers including AD domain controller, file server, web server, and specialized library servers (database, catalog, self-check, computer access management, and remote patron authentication)
- 2) Installation, configuration, updating, and troubleshooting of operating system software, networking software, ILS software, and other applications
- 3) Setup, maintain, troubleshoot, repair, purchase, replace, reuse, and recycle computer hardware and peripherals
- 4) Perform data backup, imaging, and disaster recovery operations of crucial data servers, staff workstations, and network devices
- 5) Maintain a log of server health and successful backup operations
- 6) Maintain an Uninterruptible Power Supply (UPS) devices and insure servers have power
- 7) Assist patrons with on-site technical issues and general computing questions
- 8) Coordinate with Library software and hardware vendors, and local Library co-operatives

Security Administration

- 9) Manage network security including firewall, content filter, anti-virus, anti-spyware, file and folder permissions, user accounts, system updates, and security patches
- 10) Maintain the Security DVR and cooperate with administration and local law enforcement when footage is requested
- 11) Insure adherence to the Child Internet Protection Act and the Library's Internet Use Policy

Network Administration

- 12) Design, implement, manage, and maintain internal network infrastructure, including Cisco firewall and switches, content filter, wireless routers and access points, and category cabling
- 13) Maintenance, configuration, and training for the internal telephone system
- 14) Coordination of vendor based networking resources (ISP, telephone provider)
- 15) Assist the public with connecting over the Library's WLAN

General Administration

- 16) Maintain inventories of all computer and networking hardware assets, software licenses, and related documentation (examples: IP addresses, user accounts, desktop computers)
- 17) Maintain and track a list of technology issues and requests
- 18) Modify, develop, and follow a Library Technology Plan
- 19) Consult with the Library Director and Library departments on future technology needs
- 20) Draft RFP (Request for Proposal) documents and manage the vendor bid process
- 21) Research and interface with hardware and software vendors for support and new product discovery
- 22) Test, evaluate, and recommend new technologies for Library system and network enhancement
- 23) Maintain the Library "Runbook" containing all operationally procedures for technology-related activities

Training and Education

- 24) Assess staff technology skill level, develop core technology competency requirements, and plan staff training accordingly
- 25) Develop curriculum for computer training classes and conduct training for staff and patrons
- 26) Develop user manuals and quick guides for essential operation of all library hardware and software for both staff and patron use

Secondary Responsibilities

- 27) Serve as backup web site coordinator; setup web server and components as required by the Library's web developer
- 28) Backup, maintain, and assist vendors with specialized systems including the HVAC control computer, security DVRs, content filter, firewall, master clock system, integrated lighting safety system, and building lights
- 29) Setup audio/video equipment for events; support and maintain all audio, visual, and presentation devices
- 30) Perform other duties and projects as assigned by the Library Director and Library supervisors

Education, Knowledge, and Abilities Requirements

Required

- 1) Associates Degree in Computer Science or Computer Information Systems required; Bachelors Degree in Computer Science or Computer Information Systems preferred
- 2) At least three years formal 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) Experience with firewalls, content filters, anti-virus or other security technologies
- 6) Experience with web technologies and software including Apache, IIS, MySQL, PHP, Perl, Python, DNS, or DHCP
- 7) Excellent and demonstrated problem solving ability, communication skills, organizational skills, and customer service
- 8) Ability to work cooperatively with others
- 9) Ability manage time effectively, establish and meet priorities for service, maintenance, upgrades, and training

Preferred

- 1) MCSE (Server 2000 or 2003) and MCITP (Server 2008) or equivalent knowledge.
- 2) Experience troubleshooting LAN and WLAN issues is required; some Cisco experience.
- 3) Project Management experience.
- 4) Experience with Integrated Library Systems and PC Access Management software and vendors, such as Sirsi-Dynix, Innovative Interfaces, Evergreen, Comprise, or Envisionware is desired.
- 5) Experience with Content Management Systems (CMS), such as Drupal or Joomla.
- 6) Experience with Linux and open source software
- 7) Experience with grant writing

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) Lifting and carrying: 50 pounds or less
- 5) Pushing and pulling: objects weighing 60-80 pounds on wheels
- 6) Mobility: travel to meetings outside the library

Hours: Full time (40 hours). Flexible scheduling, including weekends and evenings. Occasional overtime required. On call duties required as necessary.

Rate: \$17 - \$20 per hour. Pay commensurate with experience.
Excellent Benefits provided (including Health, Dental, Life Insurance, and Retirement)

To Apply: Submit cover letter and resume to administration@westlandlibrary.org by January 14, 2011. The position will remain open until filled.