JOB DESCRIPTION

JOB TITLE: **Systems Administrator**

REPORTS TO: **Head of Information Technology**

PRIMARY DUTIES & RESPONSIBILITIES:

1. Supports the Information Technology Department Head and other Library Departments in technology-related matters; investigates new technologies and new uses for existing technology within the Library; willingness to provide assistance with technical issues before or after normally scheduled work hours, as needed.
2. Installs, maintains, monitors, troubleshoots, diagnoses and documents the elements of Novi's technological infrastructure; assists with hardware maintenance and troubleshooting, developing documentation and preparing handouts, etc.
3. Provides expertise for Library software and hardware problems; assists with vendor interaction.
4. Trains and assists staff and guests with day-to-day computer questions; implements training programs for Library staff and guests.

OTHER DUTIES & RESPONSIBILITIES:

1. Seeks professional continuing education, both organized and casual, with a commitment to new technology in order for services to remain current and appropriate for staff and guests.
2. Communicates effectively with guests, co-workers, and professional colleagues.
3. Works positively and collaboratively across departments to accomplish department goals.
4. Enforces library policies relevant to public use; responds to emergencies and provides support, as needed; acts quickly, exercising good judgment.
5. Member of technology committees
6. Performs other duties as assigned.

JOB QUALIFICATIONS:

1. Bachelor's Degree in Computer Science or Information Systems required, a related field, or equivalent experience and certification including the skills a person would have typically acquired from pursuing such a degree.
2. Minimum two years of Information Technology experience.
3. At least one year of experience administering network, server, printer, desktop and imaging systems, including: Microsoft Windows, Active Directory, Exchange and SQL Server; Microsoft System Configuration Manager and Forefront; Microsoft Desktop Operating Systems and Terminal Systems; VMware Virtual Infrastructure, thin applications environment and SAN technologies; Routers, switchers and firewalls; Enterprise backup systems; Windows and DNS/DHCP; Printing systems. Microsoft, Cisco, or VMware certification desired.
4. Adapts and responds to multiple priorities, interruptions, and demands and resolves problem situations in a positive manner.
5. Enthusiastic, positive, friendly, self-motivated, creative, and approachable.
6. Dedicated to providing positive customer service.
7. Dedicated to public service.
8. Strong obligation to confidentiality.

9. Strong organizational skills and attention to detail.
10. Excellent verbal, written, and interpersonal communication skills.
11. Values diversity in the workplace and in the community.
12. Ability to speak multiple languages helpful.
13. May require a valid Michigan driver's license based on assignment.

WORKING ENVIRONMENT:

1. Physical mobility, vision, hearing, and manual dexterity essential.
2. Maintain physical condition necessary for sitting, standing, bending, and /or walking for extended periods of time; stooping; crouching; reaching; carrying books or boxes of books; pushing book carts; seeing; keyboarding; using the telephone; lifting, pushing, pulling or carrying objects weighing up to 50 pounds; push or pull with wheeled cart up to 500 pounds; operating assigned equipment; picking up litter; spreading ice melt.
3. Evening, weekend, and some holiday hours are required.

WEEKLY SCHEDULE

Mondays 8:30am – 5:00pm
Tuesdays 12:30pm – 9:00pm
Wednesdays 8:30am – 5:00pm
Thursdays 8:30am – 5:00pm
Saturdays 9:30am – 6:00pm

SALARY

$52,832 annually

This job description is intended to describe the general nature and level of work being performed by a person assigned to this job. They are not to be construed as an exhaustive list of all job duties that may be performed by a person so classified.