



SYSTEMS TECHNICIAN

Posting Date JULY 3, 2025 Closing Date JULY 17, 2025
Position Availability: AUGUST 2025

Reports to:	HEAD OF INFORMATION TECHNOLOGY
Schedule:	Full-time, 40 hours per week. Flexible schedule to include days, nights, and weekends.
Union Position:	YES
Starting Wage:	\$20.48/hour
Benefits:	Vacation leave, personal leave, and paid holidays. Employer-provided contribution to retirement (401a) after meeting service requirements. Health, dental, and life insurance. Reimbursement for vision expenses.

JOB SUMMARY

Are you an IT professional that has a passion for technology and helping others? Do you love working with computers and software and enjoy fixing things? If so, then join the Westland Public Library and help serve the technological needs of the organization. The Westland Public Library is seeking an enthusiastic and accomplished systems technician. This is a full time position with benefits.

Responsibilities of the Position:

Under supervision of the Head of Technology, install, monitor, maintain, and protect the local area network consisting of servers, workstations, network hardware, equipment, and associated peripherals. Respond to and assist with the technological needs of library staff and patrons. Cross-training and working in other departments is a requirement. This position requires complete confidentiality.

See detailed job description for instructions on applying.

WILLIAM P. FAUST
Public Library of Westland

SYSTEMS TECHNICIAN (40 hours)
Job Description

RESPONSIBILITIES OF POSITION:

Under supervision of the Head of Information Technology, the Systems Technician is the primary helpdesk and computer specialist for implementing and maintaining library workstations, laptops, devices and associated peripherals while assisting staff members with their technology needs. The Systems Technician is also the junior systems/network engineer for the local area network consisting of servers and various network hardware and equipment. This position requires complete confidentiality. Classification is nonexempt status.

ESSENTIAL FUNCTIONS: see document; *Systems Technician Essential Functions*

KNOWLEDGE AND ABILITIES:

1. Basic 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 IIS, DNS, DHCP, and RDP.
4. Experience with virtualization software, including Microsoft Hyper-V.
5. Experience with remote systems management and a working knowledge of Powershell and Windows commands.
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 or equivalent experience.
2. At least two years IT experience.
3. A+ certification or equivalent knowledge

Preferred

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

Please send résumé with cover letter to:

Sherri West | HR Assistant
swest@westlandlibrary.org

Westland Public Library
6123 Central City Pkwy
Westland, MI 48185

WILLIAM P. FAUST
Public Library of Westland

SYSTEMS TECHNICIAN
Essential Functions

Note: This is not an exhaustive list of all duties and responsibilities, but rather is intended to describe the major responsibilities and functions of this position. This list is subject to change in accordance to the needs of the organization and changes in technology.

1. Set up, maintain, troubleshoot, repair, and replace computer hardware and peripherals.
2. Provide technical assistance and support for staff queries and issues related to computer systems, software, and hardware.
3. Assist, train, and advise staff in use of computing systems and applications.
4. Assist patrons in the use of library equipment including printing, FAX, internet stations, and audio/video equipment.
5. Install, configure, and troubleshoot operating system software, networking software, library automation software, and other application software.
6. Assist when necessary in setting up audio/video equipment for events such as presentations, classes, or movie parties.
7. Assist in the management of Windows servers, including Domain Controllers, Hybrid Exchange/M365, DNS, DHCP, and Print/PC management system.
8. Assist in the administration of Linux servers, including backup server, NAS file servers, and Minecraft gaming server.
9. Assist in the management of the library's website and calendar/events system.
10. Assist in the imaging of crucial data for servers, staff workstations and networking devices, and disaster recovery operations.
11. Monitor the performance of computer systems and networks in order to determine whether and where adjustments should be made.
12. 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.
13. Develop and conduct training and instruction for staff on operating system, application and hardware issues.
14. Interface with hardware and software vendors for advanced technical support, warranty, and repair.
15. Assist with the administration of the hosted library catalog system.
16. Assist contractors with computer and network problems on HVAC and security systems.
17. Uses own vehicle for travel away from the library building.