

**WEST BLOOMFIELD TOWNSHIP PUBLIC LIBRARY  
POSITION OPENING  
INFORMATION TECHNOLOGY – MAIN LIBRARY**

**Position:**

Information Technology Support Specialist II. Full-time (35 hours per week)

**Qualifications:**

- Degree in a relevant field or a combination of relevant education and experience
- In-depth knowledge of computer hardware, software, and networks
- Excellent communication skills and positive public service commitment
- Experience with helpdesk and technical support work
- Demonstrated ability to troubleshoot equipment, systems, and software
- Experience teaching others how to use and troubleshoot technology
- Project management experience
- Experience providing IT services in a public library setting is highly desirable

**Responsibilities:**

- Responsible for system-wide network equipment, including the servers, workstations, peripherals, software, etc.
- Provides system administration and maintenance for Windows-based multi-server environment (DNS, DHCP, file sharing, active directory, etc.)
- Responsible for upgrades, maintenance and troubleshooting of software and hardware
- Maintains integrity of the system using appropriate security measures
- Creates, updates, and maintains inventory records for all software and hardware
- Contributes to a positive working environment and organizational unity by courteously, positively, and proactively communicating with colleagues, supervisors, and library patrons

See: <https://wblib.org/wp-content/uploads/2025/01/Job-Description-IT-Support-Specialist-II-Jan-2025.pdf> for additional information regarding qualifications and responsibilities.

**Wages & Benefits:**

\$52,143 - \$74,365 per year, depending on qualifications

Medical with prescription, dental, optical, disability and life insurance coverage; defined contribution plan; additional voluntary deferred compensation plan; employee assistance plan; vacation; holiday; personal and sick leave.

**Application:**

Applications due Friday, January 31, 2025. Interviews will take place February 10-21. Anticipated start date is late March or early April.

Cover letter, resume, online application form, and three professional work-related references. Submit online at <https://wblib.org/about/employment-volunteering/>