

JOB NOTICE – RIDEAU LAKES PUBLIC LIBRARY

December 4, 2019



Technical Support Coordinator

The RLPL is seeking a Technical Support Coordinator to join our library team. The TSC is responsible for the Library's Information Technology infrastructure. The TSC is the primary IT expert on staff, and works closely with our team to evaluate RLPL's IT needs and processes, and to report on new and emerging technologies. The TSC also delivers technology support and learning to library staff and patrons.

Working Conditions:

15 hours per week; 3 hour circulation desk shift scheduled but remaining 12 hours are flexible. Reports to Manager of Circulation Services.

Location is primarily the main branch in Elgin; travel is required on a regular basis and as needed to the other four branches.

Constant interaction with library staff and general public.

Acceptable current Criminal Record Check.

Ability to lift and carry up to 18.2 kg.

Compensation:

Pay range \$23.70- -\$28.83

Application Process:

Interested applicants are invited to submit a cover letter and resume, including contact information for three (3) references, via email to vicki@rlpl.ca by Friday, December 13th 5 p.m.

Start Date:

Negotiable. Preferably early January 2020.

DUTIES AND RESPONSIBILITIES:

INFORMATION TECHNOLOGY

- Installs, configures and maintains computer equipment, firewalls and peripheral devices such as printers and scanners; coordinates replacements and upgrades.
- Manages software applications, updates and troubleshoots issues with staff and public access computers at multiple locations.
- Maintains the library's network and wifi connections in consultation with Service Provider.
- Develops and implements practices for network security, password safety and privacy protection for staff and public using library equipment.
- Troubleshoot RLPL eResources, including Flipster, OverDrive, Hoopla, and databases.

- Oversee RLPL's catalogue upgrades, website maintenance, email services, and mobile technology interfaces.

STAFF AND PUBLIC SUPPORT

- Assist in overseeing and training staff in new and emerging technologies that streamline and improve member's experience of library service or in IT-related operations.
- Provide technology support and learning to library patrons through one-on-one or course sessions on a regular and on-going basis.
- Assist Manager of Programs and Community outreach with special programs including Makerspace activities, Seniors technology training, and digitization.
- One three hour desk shift a week with circulation duties (training provided as needed).

SPECIAL PROJECTS

- Oversee special technology-related projects as they arise, currently includes Mobile hotspot wifi lending, automating counts of connectivity use at all branches.

QUALIFICATIONS:

- Ideally, this candidate has successfully completed of a post-secondary computer system technology program
- Must have at least two years of related work experience in maintenance/administration of computers and network systems with an emphasis on customer service.
- Proficient in the operation of personal computers, Integrated Library System, productivity software, online databases, Internet browsers and applications, e-audio books, graphics editing, and information sharing technology.
- Demonstrates a commitment to continuous learning in order to remain current with the library's policies and procedures, relevant legislation, trends, best practices, new technologies and related general and job-specific knowledge.
- Demonstrates ability to develop and deliver computer and application training for staff and patrons, and documentation and ability to learn new applications quickly and thoroughly.
- Considerable technical knowledge of Windows desktop operating systems.
- Ability to exercise good judgement and demonstrate analytical and problem-solving skills.
- Proven ability to work as part of a team and to follow guidelines.
- Demonstrated ability to work with a minimum of supervision, pay attention to detail, time management skills, prioritizing daily work and meeting deadlines.
- Effective oral and written communications skills.

The Rideau Lakes Public Library is an equal opportunity employer committed to diversity and inclusion. We encourage qualified applicants to apply and will accommodate the needs to qualify applicants under the Human Rights Code in all parts of the hiring process. Alternative formats of this document are available upon request. Please contact call 613-359-5334 to request an alternate format. Thank you for your interest in this position. Please note that we will only contact those **candidates chosen for an interview.**