

Appendix A

Job Description

Position Description: Systems Technician

Hours of Work: 35 hours per week

Location: Employment Sites: Thorold Public Library, Thorold and Pelham Public Library, Fonthill

Salary \$22.60 hourly

Duration: 24 month contract from date of hire

Benefits: No benefits other than Mandatory employer costs

Other: Recent Criminal Record Check satisfactory to both libraries must be produced at the time of interview. Must possess valid driver's license and own vehicle for local travel.

Status: Full time contract

JOB SUMMARY

Systems Technician will be responsible for the planning, development, implementation and maintenance of all library computer systems applications, databases, computer networks, peripherals, and electronic subscriptions, as well as the provision of staff and patron training and support. He/She will also design different websites for both the Thorold and Pelham Public Libraries, with appropriate staff training and documentation for maintenance.

QUALIFICATIONS

EDUCATION

Computer Network Operations Diploma OR two year library technology diploma with an Information Technology specialty

KNOWLEDGE/EXPERIENCE

- Two years related computer experience, preferably in a public library setting (Sirsi Unicorn or Horizon Dynix experience preferred)
- Website design experience (at least two sites)
- Experience in offering computer and software related courses at a level suited to the public

SKILLS

- Proven knowledge and experience in the day to day administration and support of a multi-site network
- Demonstrated knowledge and experience in the day to day administration and support of electronic databases, Internet services, ILS and wireless networks
- Proven web design skills
- Proven computer hardware, software and peripheral troubleshooting and support skills
- Sound knowledge of computer technology, the Internet and related applications in a public library setting
- Excellent communication and analytical skills
- Ability to treat staff and public of all ages with courtesy

- Must have a valid driver's license and access to vehicle

RESPONSIBILITIES

1. Manage and maintain library technologies, systems and electronic services, including the resolution of technical problems related to ILS and related software, hardware, peripherals and networks.
2. Ensure staff and public networks are secure, accessible and able to provide increased staff productivity at both branch locations.
3. Redesign, update and manage the library website using an open source content management system (preferably Drupal, Joomla or Wordpress).
4. Maintain and monitor wireless access at Thorold branch; assist Pelham with resolving wireless security issues
5. Provide patron instruction in the use of computers, software programs, the Internet and electronic resources and OPACs.
6. Provide staff training to increase confidence and competence in aiding patrons with the use of all technological resources, software programs and peripherals. Staff training will also include IT support and website support and maintenance to ensure continuous operation.
7. Establish a process of evaluation, including documentation, to show effectiveness of services and training.

Physical Demands / Dexterity

- Must have physical dexterity and strength to move equipment, connect equipment and manipulate small objects (keyboard, mice)

Job Environment

- As per office (library) environment

The above description reflects the general details considered necessary to describe the principal functions and duties as required for proper evaluation of the job and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.
