



EXTERNAL JOB POSTING **LIBRARY SYSTEMS TECHNICIAN**

ORGANIZATION:

Aurora Public Library is a vibrant community space that sparks learning and creativity. We offer early literacy programs, literary and cultural experiences, a Creative Studio, online learning, extensive print and digital collections, and comfortable seating for meeting, collaborating and socializing. Our “community-led” approach reflects a social contract with our community to deliver collections and services in collaboration with the needs of our residents. For more information, visit our website at www.aurorapl.ca.

POSITION SUMMARY:

This position is responsible for supporting the daily operation of the Library computer network, computer hardware, software applications (including both the integrated library system (ILS) and end user applications), the wireless network, telecommunications infrastructure, and the Library website.

This is a permanent full-time position, reporting to the Manager, Information Technology.

HOURS OF WORK:

70-hours per two-week period. The regular schedule is Monday to Friday, 9 a.m. - 5 p.m. Occasional evening or weekend shifts may be scheduled with notice.

QUALIFICATIONS:

- Successful completion of a Community College diploma or university degree in Information Technology or a related discipline or an approved equivalent combination of education and experience.
- Minimum 3 years' experience providing desktop support in a Windows environment.
- Strong knowledge of the Windows OS (Windows 10 and later), and Microsoft 365 suite. Microsoft 365 certification is an asset.
- Experience working with Microsoft Teams, SharePoint and OneDrive.
- Demonstrated knowledge of Networking protocols (TCP/IP, DHCP, DNS).
- Strong knowledge of desktop/laptop hardware.
- Public Library experience working with SirsiDynix Symphony is an asset.
- Ability to lift up to 50 pounds.
- Strong interpersonal, organizational and analytical skills
- Excellent communication skills
- Commitment to superior customer service

DUTIES AND RESPONSIBILITIES:

1. Deploys and maintains desktop hardware, software and peripherals on library computers.
2. Provides end user support to staff and Library customers for: desktops, laptops, printers, mobile devices, AV equipment and library applications.
3. Creates and manages user accounts.
4. Assists with the installation, maintenance and troubleshooting of servers and network equipment.
5. Runs monthly statistical reports, as well as various other reports for staff as needed.
6. Assists with maintaining and supporting the Library website, catalogue, and associated apps.
7. Liaises with external vendors for technical support as required.
8. Maintains inventory records for IT assets including all adds, moves, changes, and deletions.
9. Ensures knowledge and understanding of emerging technologies through professional reading and training opportunities.
10. Adheres to the Aurora Public Library Health and Safety Policy. Responsible for observing and following all established occupational health and safety procedures, to be aware of hazards in the workplace and preventative measures taken. Takes an active part in protecting oneself, fellow staff members and library property by reporting all hazardous conditions and unsafe work procedures.
11. Performs other duties as assigned.

STARTING SALARY: \$36.57 per hour

APPLICATION:

Please email your resume and cover letter to jobs@aurorapl.ca

Attention: Human Resources

Aurora Public Library

15145 Yonge Street

Aurora, ON L4G 1M1

The Library will require a current Vulnerable Sector Screening from the successful applicant as a condition of employment.

APPLICATION DUE DATE: **04:00 p.m. Friday, October 25, 2024**

The Library thanks all applicants for their interest, however, only those selected for an interview will be contacted.

The Aurora Public Library is pleased to accommodate individual needs in accordance with the *Accessibility of Ontarians with Disabilities Act, 2005* (AODA). If contacted regarding this competition, please advise the interview coordinator or email jobs@aurorapl.ca of accommodation measures you may require during the selection process. Information received relating to accommodation needs of applicants will be addressed confidentially.