



## External Job Posting, Pickering Public Library

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**Do you enjoy providing technical support and trouble-shooting problems? Are you passionate about helping others to better understand and use technology? Then Pickering Public Library is the career choice for you!**

Pickering Public Library has a **full-time permanent** opening for a reliable and hardworking **IT Support Technician**. Reporting to the Manager of Technology Services and based out of the Central branch, this evolving role requires a personable, flexible, and tech savvy individual who is willing and able to continuously learn and multitask to perform a variety of IT duties. This role provides technical support to library staff, monitors and trouble-shoots problems for the library systems and networks using a variety of tools including Microsoft SCCM and PowerShell, and supports library staff in their use of library systems through training. This role is also responsible for assisting with the administration of Microsoft Office, and special project work in the IT department. There is a public facing component to this role that includes supporting library clients in using a range of technology tools and resources. The ideal candidate for this role is passionate about helping others to better understand and use technology. Proficiency with Microsoft SCCM and Powershell are required for success in the role. A college diploma with relevant training in computer and networking technology is required.

**Salary: \$27.85 per hour**

**Hours: 35 hours per week**

### **The successful applicant :**

- Provide technical support and user administration as needed. This includes providing direct services to clients.
- Investigate and troubleshoot issues as needed. Identify trends in IT support needs and communicate them to the Systems Analyst and Manager of Technology Services.
- Provide training to library staff on the use of IT supported systems.
- Under the direction of the Systems Administrator, install new and rebuild existing systems and applications in accordance with project and operational requirements.

- Assists with system monitoring, verifying availability all hardware, server resources, systems and key processes, reviewing system and application logs, and assists with backups as needed.
- Implement secure solutions to maintain the integrity of Library systems and perform regular security monitoring to identify any possible intrusions.
- Create and maintain documentation, inventory records, procedure manuals and system logs as required.
- Communicate technical information to non-technical staff in a manner that they can understand.
- Stays current with developments and emerging trends within the field and the community as it applies to enhancement of services in support of the library as a learning organization.
- Demonstrate the required level of technical proficiency.
- Assist with planning and project management.
- Contact hardware and software vendors as needed.
- Prepare statistics and reports as required.
- Other duties consistent with job responsibilities.

**Applicants must have:**

- College diploma with relevant training in computer and networking technology.
- 6 months of experience in a related field.
- Demonstrated relevant technical skills including provision of support, network systems and applications.
- Knowledge of latest technologies.
- Excellent analytical, interpersonal and communications skills.
- Necessary job competencies: accountability, client focus, communications, flexibility, problem-solving & decision-making, teamwork & relationship building.

**Candidates will be scheduled to work varying shifts including days, evenings, and weekends at any location within the library system.**

Pickering Public Library is a competency-based workplace. The Library seeks applicants with specific aptitudes (see the attached list of competencies and visit us online at <http://www.picnet.org/careers> ).

We thank all applicants for their interest. Please note that only candidates selected for an interview will be contacted. Successful applicants must be prepared to undergo a satisfactory Criminal Records Check (CPIC vulnerable sector search) as a condition of employment.

Please quote Job ID #E-10 and email resumes to Tanya Sinclair in HR:  
careers@picnet.org

In your cover letter, please detail your strengths and work experience.

Closing date for applications: April 25 at 1 p.m.

Planned starting date: May 2018

## Competencies

### Accountability

Meets commitments and deadlines. Performs work in accordance with safety and security requirements

- Completes assignments and work commitments on time.
- Delivers quality work with limited errors
- Acknowledges errors or mistakes and takes ownership over corrections
- Maintains acceptable attendance
- Respects confidentiality.
- Reports any potential health & safety or security concerns.
- Participates in required safety training.

### Client Focus

Responds to client needs and internal requests.

- Considers the client's needs when completing work, making suggestions and providing service that typically results in client satisfaction
- Always displays professionalism, respect and dignity in daily interactions
- Follows through on commitments and responds to inquiries, emails, requests and complaints in a timely fashion
- Provides a level of service and assistance that is consistent with organizational guidelines and practices

### Communication

Effectively listens and communicates. Clearly communicates concerns and responds to conflict directly

- Verbally communicates information with clarity
- Uses active listening and concentration in order to increase understanding
- Writes with clarity and purpose, structures written documents in a logical order, ensures spelling and grammar are appropriate
- Is polite and professional in both verbal and written communication.
- Handles conflict by having an open discussion with the individual(s) involved.
- Clearly communicates ideas and concerns by stating point of view while being open to hearing other feedback.

### **Flexibility**

Responds positively to changing needs and conditions

- Understands that change happens and keeps an open mind to new initiatives
- Is flexible to altering normal working conditions in order to get a job done (i.e. assisting a co-worker, takes assignments outside of regular job duties)
- Recognizes the value of different opinions, approaches and perspectives
- Remains positive during times of uncertainty

### **Problem Solving & Decision Making**

Recognizes and identifies issues and offers solutions and/or makes decisions that fall within the position's responsibilities and involves others as required

- Asks questions and looks for answers to issues.
- Identifies issues, makes appropriate decisions for the position and offers basic solutions based on available resources
- Attempts to resolve issues that fall within their scope and accountability
- Involves or refers the issue or decision making to the right person or authority to have the situation resolved
- Makes suggestions at team meetings and to manager on potential/ known issues and possible solutions

### **Teamwork & Relationship Building**

Maintains positive productive working relationships, participates in team or group activities and helps team members.

- Develops and maintains work relationships that are required in order to achieve regular tasks and objectives
- Easily establishes rapport, and communicates openly and effectively
- Is tactful and diplomatic with the ability to remain calm and composed in difficult situations
- Practices active listening and has solid understanding of others.
- Participates in team building and works toward achieving team objectives.
- Meets deadlines and commitments set by the team.