Open: September 21, 2022
Closed: October 16, 2022

OPL #23-2022	**Library Application Technician**	**Permanent Full-time**

The Oshawa Public Libraries is a dynamic award-winning library that enriches the lives and potential of the people of Oshawa by connecting them to the world of information and each other.

Oshawa Public Libraries is currently looking for a full-time Library Application Technician. Reporting to Director, Collections, Communications & Access, the Library Application Technician provides privileged, confidential & professional support and maintenance within the Library's computing and printing environment. This includes documentation of and staff support for the library ILS, online catalogue, and connected systems, as well as general end-user desktop support as needed. The incumbent will troubleshoot problems and high-risk issues (in person or via remote access software, by telephone, or via e-mail) in a timely, confidential and accurate fashion, and provides superior end-user assistance with software and general IT questions to ensure the privacy and confidentiality of the user's data.

Job Title:	Library Application Technician
Reports To:	Director, Collections, Communication & Access
Salary:	Competitive Salary & Benefits
	Non-Union/Exempt
Hours:	Full Time - 35 per week. **This position requires the ability to work flexible hours including regular evenings and weekends.**

Responsibilities:

1. Familiarity with API integrations and modern web technologies, including authentication and single sign-on (SSO).
2. Creation and maintenance of support documentation for library systems.
3. Provide privileged and confidential one-on-one end-user support for internal customers and problem resolution via telephone, e-mail, and other modes of communication.
4. Prioritizing and managing IT incidents to resolution.
5. Perform in-person, on-site support and repairs of desktop hardware, printers, and other peripherals.
6. Liaise as required with third-party support and equipment vendors.
7. Act as an ambassador for the IT department by demonstrating a positive attitude while fulfilling the duties assigned.
8. Work with all matters of privileged and confidential information including employee and customer data, assess risk, and follow up with the Director, where necessary.
9. Follows all relevant security and safety policies to ensure compliance with legislation.

Qualifications:

1. College diploma or university degree in Computer Science or a relevant field and one (1) to three (3) years of relevant hands-on work experience.
2. CompTIA A+ and/or MCP (Microsoft Certified Professional) certification.
3. One year of experience in an enterprise IT environment supporting Windows Desktop OS and Active Directory.
4. Experience with Windows, Linux, Unix, and M365 suite.

5. Familiarity with ITSM principles is an asset.
6. Proven technical and end-user documentation writing skills.
7. Public Library software knowledge and experience is an asset.
8. Strong interpersonal and relationship-building skills amongst all levels of stakeholders.
9. Ability to deliver the organization's goals and objectives in a professional manner.
10. Ability to suggest process improvements.
11. Ability to work independently and in a team-oriented, collaborative environment.
12. Ability to work in a physically demanding environment – Sitting, standing and bending for extended periods including; lifting and transporting of heavy to moderately heavy objects, such as computers, furniture, and peripherals.
13. This position requires a valid Ontario Driver's License and a satisfactory Criminal Records Check including a vulnerable sector search.

Diversity, Equity and Inclusion

The Oshawa Public Libraries is committed to a barrier-free recruitment and selection process. We uphold our values of diversity, equity, inclusion and anti-racism in the delivery of our services and in our workplace. The Oshawa Public Libraries encourages applications from all applicants, including members of groups with historical employment barriers to equity, this is including but not limited to, Indigenous, Black and Racialized groups, People with Disabilities, Women and Persons within the 2SLGBTQ+ Community.

Accommodation

The Oshawa Public Libraries is an Equal Opportunity Employer in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code. Should you require Code-protected accommodation, through any stage of the recruitment process, please make them known when contacted by Human Resources. Personal information provided is collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act.

To learn more about the Oshawa Public Libraries please see our website https://oshawalibrary.ca/

***Interested applicants are requested to submit a current resume and cover letter to hr@oshawalibrary.on.ca quoting job # OPL 23-2022. Only applicants who are selected for an interview will be contacted.* We will not be accepting phone calls regarding this position. Questions can be sent to HR@oshawalibrary.on.ca**