

ST. CATHARINES PUBLIC LIBRARY JOB POSTING

POSITION: IT HELP DESK AND SYSTEMS TECHNICIAN (PART-TIME)
Permanent position

LOCATION: CENTRAL LIBRARY – IT DEPARTMENT

JOB SUMMARY: To be responsible for the operation of the IT Help Desk by providing system-wide front-line IT support for staff and patrons under the direction of the Manager. To assist with the maintenance and basic troubleshooting of computer hardware and software, as well as mobile devices running iOS and Android. To maintain inventory of supplies and peripheral equipment.

DUTIES: Under the direction of the Manager, responsible for the daily operation of the IT Help Desk for the resolution of all staff and patron IT issues with computer software and hardware or in using library-related software applications on personal devices, including PCs and mobile devices. Assists in the troubleshooting, maintenance and installation of PC's, computer hardware, software and upgrades, library-related peripherals and telecommunications equipment. Maintains an equipment inventory and a log of problems reported and resolved. May assist with instructional classes. Consults with computer repair service personnel and handles shipping of computer and related equipment. Performs other related duties.

REQUIREMENTS:

1. Computer Systems Technician Diploma or equivalent
2. A+ certification in PC troubleshooting and repair is desirable.
3. Minimum 1 year related experience providing help desk service.
4. Demonstrated ability to troubleshoot and follow up problems with PC and mobile equipment.
5. Thorough knowledge of various platforms including Windows, Mac, iOS, Android, eReaders (Kobo/Nook), etc.
6. Good interpersonal and communication skills.
7. Ability to work accurately, efficiently, and effectively under minimal supervision.
8. A valid class "G" driver's license with a good driving record.
9. Basic keyboarding/typing skills.

HOURS OF WORK: Weekdays, evenings, and weekends as required.

HOURLY RATE: \$22.821 - \$26.761 per hour (Pay Group 7, January 2018 schedule)

APPLICATION

DEADLINE: 4:00 pm, Friday, January 22, 2020

PLEASE SUBMIT

APPLICATION TO: Administration
St. Catharines Public Library
54 Church Street
St. Catharines, Ontario L2R 7K2
Email: admin@stcatharines.library.on.ca

Only candidates selected for an interview will be contacted

St. Catharines Public Library is an equal opportunity employer committed to inclusive, barrier-free recruitment and selection processes and work environments. We will accommodate the needs of applicants under the Ontario Human Rights Code (OHRC) and Accessibility for Ontarians with Disabilities Act (AODA) throughout all stages of the recruitment process. Please advise the CEO to ensure your accessibility needs are accommodated throughout this process.

Posted: January 13, 2021

Remove: January 22, 2021