



Guelph Public Library
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Job POSTING #19-19

Title: Systems Technician 1

Departments: IT

Supervisor: IT Manager

Employee group: Union (CUPE)

Job Grade: 8

Hours: Full-time 35 hours per week (includes evenings and weekends)

Job Summary:

The Systems Technician 1 is responsible for providing IT support to customers and staff using library approved hardware and software.

All employees are required to:

- Promote the Guelph Public Library Mission Statement
- Provide exemplary customer service
- Cultivate a healthy and safe workplace

Duties:

A. IT Support

- Provide first level support to internal library staff and customers
- Assist in the development, maintenance and security of the GPL network: WAN/LAN, public access and staff workstations, software and peripherals at all locations
- Assist users with resolving software/hardware problems, network communication and connectivity issues in person, over the phone or through remote tools.
- Maintain library computer equipment, network components and software
- Assist in the testing, selection, acquisition, evaluation, and deployment of IT equipment
- Assist in training employees to use computer hardware, software and other IT technologies
- Log all incident and service requests, ensuring all required information is captured into the ITSM software
- Assist in preparing reports and statistical data
- Manage and oversee IT stockroom ensuring proper organization and asset control

- Monitor and track hardware inventory, software inventory, maintenance agreements and license compliance etc. for the IT Department

B. Other

- Assist in maintaining:
 - an inviting and orderly library environment,
 - Prompt and efficient customer service at all service desks
- Perform other duties

Qualifications:

A. Education

- A post-secondary degree or diploma in computer science or a related discipline

B. Experience

- Two years' progressive experience in Information and Technology
- Experience with VMWARE vSphere and Horizon View is a must
- Strong knowledge of asset management, ITIL and ITSM software platforms
- Strong knowledge of Microsoft operating systems such as Windows 7 and 10, Active Directory, network printing and all Microsoft Office products
- Experience working with multi-functional printers, projectors and VOIP phones
- Experience and understanding of standard office procedures and customer service techniques

C. Skills

- Ability to organize and manage multiple priorities
- Instructional/ teaching skills
- Excellent interpersonal skills and ability to handle sensitive and difficult issues in a confidential manner
- Excellent documentation, analytical and troubleshooting skills
- Excellent verbal and written communication skills in a variety of communication channels

D. Other

- Strong conceptual understanding of network systems, infrastructures and topologies
- Knowledge of emerging technologies and applications
- Ability to work independently and co-operatively on a team

- Ability to perform light physical work, bend, reach and lift up to 25kg
- Must have a valid Class G driver's license
- A change agent, able to successfully initiate and evaluate trends and services in a 21st century public library

Posting start date: June 3, 2019

Posting end date: June 12, 2019 **5 pm EST**

GPL is strongly committed to diversity and welcomes applications from visible minority group members, women, Aboriginal persons, and people with disabilities, members of sexual minority groups and others who may contribute to the further diversification of ideas.

Reasonable accommodations are available upon request, to enable individuals with disabilities to perform the essential functions of the job.

Applications including a cover letter, resume and 2-3 work references should be submitted to:

Human Resources
Guelph Public Library
100 Norfolk St.
Guelph ON N1H 4J6
hr@guelpmpl.ca

Please quote "Systems Tech 1 19-19" in subject line

Applicants are required to demonstrate in their application how their qualifications match those specified above. Assessments based on all of the objectives and qualifications listed above will be a part of the interview, written and/or practical test and reference checking.