

Stratford Public Library

Job Title: Network Technician (6 month contract)

Reporting to the Systems Librarian, the Network Technician is responsible for configuring, maintaining, supporting and optimizing new and existing network hardware, software and communication links within Stratford Public Library (SPL) and the Perth County Information Network (PCIN). This includes computer hardware installations; software applications (both the integrated library system (ILS) and third party library applications); network support, telecommunications, the website, connectivity and security systems. *Please note that these duties, hours, and responsibilities will be modified as the Library adapts to the needs of the Covid-19 pandemic.*

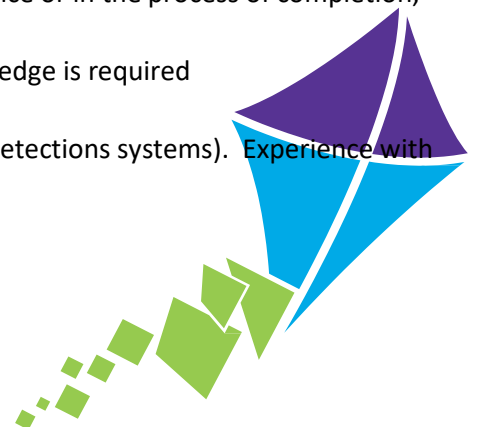
Duties and Responsibilities

1. Performs daily maintenance routines to ensure SPL and PCIN computer systems are functional, secure, and available for use by the public and staff.
2. Configures and maintains the network LAN/WAN infrastructure at SPL and PCIN including servers, firewalls, switches, computer workstations and peripheral equipment.
3. Evaluate and install computer hardware, networking software and operating system software
4. Administers maintenance, ongoing upgrades and backup, logging and reporting system problems and monitoring security and attempted unauthorized access on all systems and disaster recovery operations.
5. Develops and maintains inventory records, procedure manuals and system logs, as well as documentation of network configurations and cabling layouts.
6. Assist in ongoing and establish new internal processes to improve support workflows.
7. Liaises with vendors and other IT personnel for problem resolution.
8. Responds to inquiries from a variety of sources (e.g. staff, administrators, PCIN network personnel, library customers, outside vendors and service providers, etc.) for the purpose of providing technical assistance and support.
9. Serves as a technical resource to library and PCIN staff for the purpose of providing information regarding active or planned projects.
10. Regularly participates in training opportunities and maintains awareness of developments in the field. Shares relevant developments with colleagues; suggests and incorporates new ideas when able.
11. Supports the Mission, Vision and Values of the Stratford Public Library.
12. Other duties as required.

Formal Qualifications

1. Three-year college diploma in Computer Systems / Information Science or in the process of completion, or equivalent
2. Strong Microsoft Active Directory and Microsoft environment knowledge is required
3. Working knowledge of networking concepts is essential
4. Strong understanding of computer security (eg. firewalls, intrusion detections systems). Experience with Watchguard is an asset.

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5. Demonstrated competencies in information technology, including maintenance of devices, networks, websites
6. Strong knowledge of support operations including IT best practices, industry trends and customer service
7. Excellent written and verbal communication skills
8. Ability to solve problems quickly and efficiently
9. Ability to multitask and prioritize independently
10. Strong personal work habits: conscientious, detail-orientated, flexible, self-starter
11. Excellent integrity and character, especially in the presence of sensitive data
12. Valid "G" Driver's License and reliable access to a vehicle
13. Ability to produce a copy of a clear vulnerable sector police check

Working Conditions

Physical Demands: Physical ability to lift and move boxes or equipment. Installing/maintaining equipment requires bending, twisting, crouching, etc. Fine motor skills involved with the use of repair tools.

Environmental Conditions: Primarily works days, with occasional evening, or weekend duties. Travel within Perth County required.

Mental Demands: Job tasks require periods of intense focus and concentration.

Terms of Employment

Hours of Work: Average of 35 hours per week, including variable evenings

Rate of Pay: \$30.57-35.96 per hour (2021); 4% vacation pay

Benefits: Legislated insurance plans (W.S.I.B., E.I. & C.P.P.)
Paid sick leave of up to 18 days per year
Employee Assistance Program

How to Apply

Please send a cover letter and resume by e-mail to Krista Robinson, Systems Librarian, using this address: krobinson@stratford.ca

Application deadline: Sunday, September 26, 2021

Interviews: Week of October 4th, 2021

Start Date: ASAP

The Stratford Public Library is an equal opportunity employer. Accommodation for disabilities is available for all parts of the recruitment process. Applicants are asked to make their particular needs known in advance.

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Competencies

(A fully trained incumbent will possess the following skills /behaviors):

Personal/Interpersonal:

1. Communicates effectively using a variety of methods, to a wide range of audiences and individuals from diverse backgrounds
2. Demonstrates a strong work ethic, personal accountability, and a commitment to public service
3. Committed to personal growth and learning; manages the development of his/her career and improvement of skills
4. Anticipates and adapts to change and challenge effectively
5. Works effectively as a team player and informal leader, developing and maintaining healthy relationships with others to achieve common goals
6. Aptitude for creative problem solving, including employing effective strategies to manage organizational politics, conflict, and difficult co-worker behaviours

Public Service

1. Enforces Library policies and procedures in the provision of public service
2. Provides assistance to library users in a manner that is warm, welcoming and respectful
3. Pro-actively pursues opportunities to assist library users, anticipating needs and exceeding expectations
4. Demonstrates comfort in assisting library users with disabilities and accommodating special needs
5. Demonstrates a good working knowledge of the full range of programs and services offered by the library
6. Understands and executes circulation functions
7. Assists users in making the best use of the library
8. Assists users with choosing popular and recreational reading, viewing and listening choices
9. Facilitates library users' requests for information, whether adult, child, or young adult
10. Assists users with the use of public and personal computers and devices

Technology

1. Understands and uses basic computer hardware and peripherals
2. Understands and performs basic operating system functions
3. Understands and performs basic functions and tasks of common software programs
4. Performs basic printing functions from common applications
5. Demonstrates proficiency with word processing programs
6. Demonstrates proficiency with spreadsheet programs
7. Demonstrates a general understanding of all the technologies used by the library
8. Understands and uses the internet and the world wide web
9. Performs basic information searches
10. Understands common security protocols related to internet use
11. Performs basic functions of email applications
12. Understands and uses common social networking and online collaboration tools
13. Demonstrates proficiency with the online catalogue and downloadLibrary
14. Demonstrates proficiency with presentation programs

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15. Demonstrates familiarity and beginner-level proficiency with web-based office applications for online collaboration
16. Demonstrates beginner-level proficiency with photo-editing programs

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