

## Coordinator, Information Technology (Job # WSPL-2022-006)

Status:	Full Time, Permanent
Date Open:	June 1, 2022
Date Closing:	June 17, 2022
Scheduled hours/shifts:	35 hours per week
Salary:	Grade 9 - \$38.49 per hour (2022 rate)

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### Position Purpose

Under the direction of the Manager, Library Services, the Coordinator of Information Technology is responsible for development, implementation, management, and promotion of all information technology infrastructure and service initiatives. Additionally, the Coordinator is also responsible for coordinating the Library's Technical/Bibliographic Services.

### Duties & Responsibilities

- Manages and supports all IT systems (hardware and software) that support the Library's and Latcham Art Centre's operations (ILS, RFID, automated materials handling system, security gates, public computers, photocopiers, telephones, staff computers, website, etc.).
- Manages and supports all lendable technology to the public and all Makerspace equipment – sources, configures, troubleshoots, updates, etc.
- Develops, explores and recommends new technologies and resources; provides training for all staff on their use.
- Provides IT support services to Library & Latcham Art Centre, including trouble-shooting hardware and software-related user problems, coordinating installation of hardware/software, user set-up and systems access, developing policies/procedures/standards and user guides, and assessing and coordinating staff training and education needs.
- Responds to inquiries from, and/or liaises/consults with Town departments, vendors, suppliers, consultants, other governments/agencies/organizations with regard to corporate information technology, business/client/user needs and/or the provision of information technology services.

- Monitors internal business needs and client/user trouble calls, technological trends/changes and emerging Library and Art Centre recommendations on how these may affect/benefit the Library and Latcham Art Centre.
- Develops and recommends a comprehensive 10 Year IT Capital Plan to implement the Library's and Latcham Art Centre's Strategic Directions. Monitors the plan annually and provides annual update reports to CEO.
- Responsible for the Library automation systems, including systems administration, configuration and updates, to ensure effective and efficient use by staff and Library patrons.
- Responsible for the coordination of technical/bibliographic services functions, including but not limited to the acquisition, cataloguing, processing, bibliographic records, repair and withdrawal of Library materials (as advised by collection staff), database maintenance and interlibrary loans.
- Trains/coaches staff performing technical services functions.
- Maintains accurate and up-to-date asset inventories for all end-user's computing hardware including desktop and notebook PC's, mobile and telecom devices, printers, peripherals, etc. Manages warranty renewals and regular client technology refresh deployments as necessary.
- Maintains accurate inventory of all end-user client and corporate software and ensures full compliance with licensing terms for any software being supplied to business users. Acts proactively to identify need for software licensing or maintenance renewals to ensure these expenditures are accounted for during the annual budget planning cycle.
- Prepares draft budget and monitors spending of area budget.
- Prepares statistical and other reports as required.
- Undertakes special projects and performs other duties as assigned, in accordance with corporate and departmental objectives.

## Qualifications and Requirements

- University degree in Computer Science or equivalent combination of relevant experience and education in a related field.
- A minimum of five years of experience in a technology related field, with at least three years working directly in an operational or support role in a complex IT environment. Experience with a public library would be an asset.
- Demonstrated experience in a broad corporate information technology portfolio, with an emphasis on business application software implementation, network administration, database management, and technical support services.
- Proven ability to install, configure, support and troubleshoot application software, accompanied by strong interpersonal and client servicing skills and an aptitude for creative problem solving.
- Excellent project management, time management, analytical, communication, presentation, and report/technical writing skills.
- Ability to analyze professional and administrative problems and suggest practical solutions.

- Knowledge of current and emerging technologies with the ability to evaluate and recommend the integration of new technologies into a complex IT environment.
- Ability to establish and maintain effective working relationships with associates, community groups, and the general public.
- Class G Driver's License in good standing and reliable vehicle to use on Library business when required.

## How to apply

Please forward your resume in confidence by June 17, 2022 at 4:30 p.m. identifying **Job # WSPL-2022-006 Last Name, First Name** in the subject line to [anna.kroeplin@wsplibrary.ca](mailto:anna.kroeplin@wsplibrary.ca) . Please ensure your application is saved in one single document in PDF format.

The Whitchurch-Stouffville Public Library is an equal opportunity employer committed to an inclusive, barrier-free recruitment and selection process. We respect, encourage, and celebrate our diversity. If contacted for an employment opportunity, please advise if you require accommodation.

As a result of the COVID-19 pandemic and in support of the Town's commitment to a healthy and safe workplace, the Whitchurch-Stouffville Public Library has a vaccination requirement for all employees. Successful candidates will be made an offer of employment on the condition of being fully vaccinated against COVID-19. Fully vaccinated is defined as having received all of the required doses of a Health Canada approved vaccine.

Successful candidates will be asked to provide proof of full vaccination. In the event that a candidate is unable to be vaccinated as a result of a ground protected by applicable provincial human rights legislation, the Candidate may submit a written explanation of the ground and any supporting documentation to determine if they are exempt from this requirement.

**We thank all applicants for their interest in this position, however, only those applicants selected for an interview will be contacted.**