

**FORT
FRANCES
PUBLIC LIBRARY
TECHNOLOGY CENTRE**

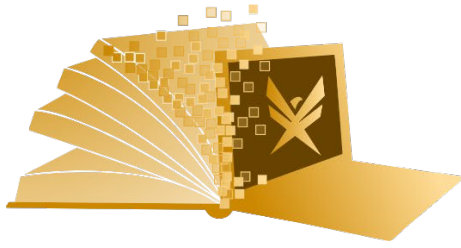
Employment Opportunity

- Position:** Information Technology Coordinator
- Commencing:** As soon as possible
- Rate of Pay:** \$46,391.80 to \$57,948.80 annually
- Deadline:** Friday, February 7 at 4:00 PM
- Job Description:** Enclosed

Please apply by submitting a completed application form and email to jmaclean@ffpltc.ca with the subject line: Information Technology Coordinator.

Please note that at present, we are only accepting external job applications by email or by fax at (807)-274-8479.

For more information, please contact Joan MacLean, Library Chief Executive Officer, at 274-9879.



FORT FRANCES PUBLIC LIBRARY TECHNOLOGY CENTRE

Position Description

Position:	Information Technology Coordinator
Classification:	Non-Union, Full-Time
Reports to:	Chief Executive Officer, Fort Frances Public Library Technology Centre
Functional direction from:	Information Technology Manager, Town of Fort Frances
Date:	January 2022

POSITION SUMMARY

The Library's Information Technology (IT) Coordinator administers the Library's public technology programs and delivers training to staff and patrons on new technology platforms. They liaise with vendors and evaluate products for purchase. They produce statistical reports, budget projections, and strategic plans. They also assist the Town's IT Manager in maintaining network equipment and software.

AREAS OF RESPONSIBILITY

Public Technology Program Duties

- Delivers technology training sessions to staff and patrons
- Assists staff and patrons in troubleshooting technology processes
- Assists staff and patrons with the operation of video conferencing and assistive technology
- Oversees the Library's MakerSpace technology and related programs, including 3D printing
- Oversees the Library's electronic resources and related programs
- Oversees the Library's website and collaborates with staff to develop website and social media content
- Manages access to the Library's Integrated Library System (ILS)
- Produces statistical reports from various Library information sources at the direction of the Library's CEO
- Maintains and develops the Library's public computer deployments in consultation with the Town's IT Manager

Information Technology Duties

- At the direction of the Library's CEO and in consultation with the Town's IT Manager:
 - Produces IT-related budget projections, strategic planning, and spending reports
 - Identifies and recommends emerging technologies that enhance Library services
 - Liaises with vendors and engages in product research, evaluation, and purchasing to maintain and enhance Library IT hardware, software, and services

- At the direction of the Town's IT Manager:
 - Installs, maintains, and inventories IT equipment and software
 - Provides direct internal IT support to the Library and Town
 - Monitors network operations and responds to incidents

General Duties

- Demonstrates a positive attitude and supports Library goals and objectives
- Conducts opening and closing procedures
- Handles cash
- Responds to patron questions and situations in accordance with Library policy and in a manner that enhances the reputation of the Library as a public service organization
- Protects the privacy of Library patrons
- Handles routine complaints and refers unusual situations to the Library CEO
- Performs other duties as assigned

QUALIFICATIONS

- University undergraduate degree in an IT-related discipline
- Strong computer skills, including knowledge of webpage design and maintenance, Local Area Networks, Library software (SirsiDynix's Symphony WorkFlows, Envisionware's PC Reservation, Bibliotheca's RFID products), and Library hardware (installation, troubleshooting, upgrading, and repairing)
- Demonstrated experience with modern computer systems and networks
- Demonstrated proficiency in the use of modern office software and web applications
- Demonstrated commitment to customer service
- Excellent written and verbal English communication skills

COMPETENCIES

- Ability to multi-task
- Ability to adapt to new technologies and promote their implementation
- Ability to nurture positive and effective interpersonal relationships
- Ability to remain poised and professional in stressful situations
- Ability to accept constructive feedback positively
- Ability to work effectively under minimal supervision

EFFORT

- Above normal concentration for a prolonged duration
- Frequent interruptions from staff and patrons
- Physical activity of above normal intensity for a moderate to long duration
- Occasional time-sensitive demands relating to deadlines and urgent repairs, typically for a short to moderate duration
- Occasional requirement to work in awkward and constrained positions for a moderate duration
- Occasional requirement to lift or carry heavy objects for a short duration

WORKING CONDITIONS

- Works in an indoor computerized public service environment, with some time spent outdoors
- Travel inside Town of Fort Frances limits is occasionally required
- Travel outside Town of Fort Frances limits is minimal
- Regular weekend and evening work may be scheduled to ensure programming and staffing requirements are met
- Occasional standby coverage and cross-training duties at Town facilities as scheduled
- Some element of personal risk is involved in the performance of these duties

CONDITIONS OF EMPLOYMENT

- Must be legally entitled to work in Canada
- Must provide a satisfactory Vulnerable Sector Check
- Minimum Class "G2" Ontario Driver's License (or equivalent)