



Freedom to Belong and Discover

Please send application to recruit@hpl.ca before 11:59 pm on Thursday, September 3, 2026. Please quote job title, department or location, and position number.

JOB TITLE:	Digital Technology Assistant
PAY BAND:	Grade E - \$38.108 to \$44.833, hourly
POSITION STATUS:	Temporary, Full Time
POSITION #:	DTAWDS1
LOCATION:	Central Library; Position may require system-wide travel
START DATE:	As soon as possible for a period of up to six (6) months
SCHEDULE:	35 hours per week, up to two (2) evenings per week and Saturday/Sunday rotation.

JOB SUMMARY:

Reports to the Branch Manager with a dotted line to the Manager, Digital Technology Services; Provides first-line technical support; Assists with public instruction and staff training; Develops documentation for use of library technology and applications

JOB DUTIES:

Provides first-line technical support for customers and staff using library computer equipment and applications

Supports the use of the Information Commons and public computers by assisting with bookings, troubleshooting equipment, use of applications, printing and related services

Demonstrates and instructs staff and customers in the use of library resources and technology; provides orientation to services, technology, electronic resources, policies and procedure

Assists Manager; provides support to staff; acts as a resource person

Follows established guidelines to report and resolve problems; reports problems using the Service Desk system; escalates complex problems to other staff; contacts the Duty Librarian for direction as appropriate

Updates Knowledge Database and applies pre-approved fixes where appropriate

Assists with programming; conducts programmes such as workshops and staff training sessions; develops and makes presentations

Develops training and documentation materials; uses technical documentation provided by a qualified staff member (i.e. analyst or Librarian – as determined by the employer) to develop simple procedures

Resolves or refers complaints; explains policies and procedures

Provides information services; develops search strategies; recommends and locates appropriate materials and formats; demonstrates use of library resources; refers complex inquiries

Plans and implements short-term projects under direction of the Manager or Librarian

Creates and maintains content for the library's website and intranet

Prepares staff schedules using established guidelines; forwards for approval; maintains staff records such as timekeeping and training records

Provides information services; develops search strategies; recommends and locates appropriate materials and formats; demonstrates use of library resources; refers complex inquiries

Maintains awareness of currently technology, monitors changes or trends in customer demands and makes recommendations to the Manager with strategies to address changes and service needs

Writes, updates and evaluates manuals and procedures; maintains and updates procedures related to job duties; forwards for approval

Writes reports; completes questionnaires; composes correspondence; collects data; compiles statistics. Oversees and coordinates surveys such as information statistics and use counts

Performs customer service functions; inputs and retrieves data

Receives and counts cash such as fine and float monies; issues receipts and refunds; sells items such as USB flash drives and copy-cards

Attends training sessions and staff meetings

Performs preventive maintenance on equipment; contacts service personnel as required; reports maintenance problems

Performs other duties as assigned that are directly related to the major responsibilities of the job

MINIMUM QUALIFICATIONS:

Educational Requirements:

Bachelor's Degree from an accredited university and A+ certification or equivalent education as indicated by a 2 year computer science diploma from an accredited college (within the last five years).

Experience:

Relevant customer service experience for readers' advisory and information service including demonstrated knowledge of current events and electronic resources and applications in use in libraries

One (1) year experience developing and delivering computer or application training and orientation modules and making presentations

One (1) year experience with technical writing for documentation of technology processes and applications

Excellent working knowledge and experience with computer applications and hardware including personal computers, Integrated Library System, productivity software, online databases, Internet browsers and applications, graphics editing, and information sharing technology

Transportation

Access to own vehicle for travel to all library locations—mileage will be reimbursed for authorized travel according to Library Policy and Procedure

Valid Ontario Driver's Licence Class G and abstract satisfactory to the employer

Skills / Competencies:

Demonstrates skill in communicating, presenting information, writing and active listening
[COMMUNICATION]

Displays a strong commitment to service excellence, understands service objectives, recognizes diverse customer and work group needs and provides excellent customer service [CUSTOMER SERVICE FOCUS]

Analyzes and evaluates situations and issues, recognizes problems, anticipates consequences and develops and presents appropriate courses of action. [JUDGEMENT]

Displays a commitment to continuous learning in order to remain current with the library's policies and procedures, relevant legislation, trends, best practices, new technologies and related general and job-specific knowledge [KNOWLEDGE]

Demonstrates ability to develop and deliver computer and application training and documentation and ability to learn new applications quickly and thoroughly [JOB-SPECIFIC KNOWLEDGE]

Is proficient in the operation personal computers, Integrated Library System, productivity software, -online databases, Internet browsers and applications, e-audio books, graphics editing, and information sharing technology [JOB-SPECIFIC KNOWLEDGE]

Effectively relates and engages others in the achievement of objectives and advocates for the role and mission of the library within the community and demonstrates team leadership, credibility, flexibility and good humour in a working environment characterized by change [LEADERSHIP]

Prioritizes activities and works effectively independently, as part of a team and leading others; sets and achieves or surpasses goals [RESULTS ORIENTATION]

Able to keyboard accurately and quickly at 40 wpm [RESULTS ORIENTATION / JOB-SPECIFIC COMPETENCY]

Physical Requirements:

Physical ability and stamina to operate relevant equipment, to retrieve materials and to perform tasks involving the lifting and movement of library materials and equipment.

Legislative Requirements:

Works in accordance with all applicable Occupational Health and Safety, Employment Standards, Human Rights, Labour Relations and Pay Equity legislation and all other relevant legislation.

Organizational Requirements:

Adheres to policy and legislation identified in the Hamilton Public Library Policy and Procedures Manuals.

HPL employees and users of HPL cloud-based applications are required to use Multi-Factor Authentication (MFA) as an essential measure to enhance the protection of HPL's technology assets. MFA augments technological security by requiring two steps for full authentication. Employees who do not have a Library-provided cellphone are expected

to use their personal cellphone or internet connected device to satisfy the MFA requirement consistent with HPL policies and procedures.

Please be aware the selection process may involve any of interviews, test, and presentations or any combination thereof.

Applicants who are successful for a position will have a maximum of **72 hours** to accept or decline an offer, barring unforeseen circumstances to be evaluated on a case-by-case basis, from the date of offer (excluding Sunday and Statutory Holidays).

The Hamilton Public Library is an equal opportunity employer that is committed to inclusive, barrier free recruitment and selection processes. If contacted for an employment opportunity, please advise Human Resources if you require accommodation