![Hamilton Public Library — Freedom to Discover]

Freedom to Belong and Discover

Please send application to recruit@hpl.ca on or before 11:59pm on date of application closing on March 26, 2026. Please quote job title, department or location, and position number.

JOB TITLE:	**Digital Experience Developer**
PAY BAND:	Grade F ($41.997 to $49.408 hourly)
POSITION STATUS:	Permanent, Full-Time
VACANCY STATUS:	Vacancy
POSITION #:	8968
LOCATION:	Web and Database Solutions
START DATE:	As soon as possible
SCHEDULE:	35 hours per week, some evening and weekend work as required

JOB SUMMARY:

The Digital Experience Developer designs and delivers innovative digital solutions that enhance library services for staff and the public. This role manages and integrates key platforms including SharePoint Online, digital asset systems, websites, and Software as a Service (SaaS) applications while ensuring secure, efficient, and user-friendly experiences. By combining technical expertise with a focus on usability, the position supports the Hamilton Public Library's mission to provide accessible and connected digital services.

JOB DUTIES:

Web Platform Management
- Administer, maintain, and enhance the Library's public-facing websites and intranet, including open-source technologies (Content Management Systems (CMS), Website

Development, Digital Archival Technology, Digital Asset Management Systems, SharePoint Online, and other digital experience platforms).

- Set up and manage web hosting environments, including Domain Name Systems (DNS), Secure Socket Layer (SSL), Web Application Firewall (WAF), and other security protocols.
- Monitor and optimize web infrastructure for speed, scalability, and accessibility across public and intranet sites.
- Design, maintain, and optimize relational databases using Structured Query Language (SQL) to ensure fast and reliable data access for web and intranet applications.
- Create, maintain, and optimize reports generated through SQL queries and SharePoint lists or libraries, ensuring data accuracy and accessibility.
- Administer SharePoint Online and integrate with Power Platform such as Power Apps, Power Automate, Copilot, Power BI.
- Design, configure, and enhance workflows in Power Automate and Power Apps to support evolving business needs, integrate with AI platforms and other enterprise systems.

Application Development & Integration

- Design, build, and implement web applications and digital services for library projects.
- Develop and maintain system integrations using Representational State Transfer (REST), Simple Object Access Protocol (SOAP) APIs, Session Initiation Protocol connection 2 (SIP 2) and other secure protocols.
- Implement and manage Single Sign-On (SSO) solutions for staff-facing with Active Directory (AD) and public-facing applications with Integrated Library Systems (ILS).
- Collaborate with vendors and internal teams to develop custom programming and integrations.
- Plan and implement updates, upgrades, and enhancements.
- Monitor server health, backups, and hardware performance.

User-Centerer Design

- Facilitate in applying UI/UX principles to design and improve digital interfaces using best practices.
- Facilitate in conducting user needs analysis and usability testing.
- Create intuitive and accessible experiences for staff and public users.
- Develop wireframes, layouts, and mockups using tools such as Figma.

Technical Support & Operations

- Provide Tier 2 technical support to Library staff and the public.
- Offer project consultation and collaborate with internal teams, City IT, and vendors.
- Deploy and harden systems in collaboration with stakeholders.

- Maintain comprehensive system documentation.
- Develop staff training materials and procedures.
- Research and implement emerging technologies to support strategic goals.

MINIMUM QUALIFICATIONS:

Education

Four-year degree in Computer Science OR three-year College Diploma in Computer Technology.

Preferred certifications:
- Cloud development (Azure, AWS, Google)
- Network security
- Programming (PHP, React, Node.js)

Experience

Up to two years of hands-on experience in:
- Web platform administration (SharePoint, WordPress, Drupal), including DNS, SSL, and security.
- Application development and database configuration (SQL Server, MySQL, SharePoint Online).
- API integration and secure system connectivity.
- Identity management and SSO configuration.
- Cloud resource management.
- Tier 2+ technical support.

Skills and Competencies
- **Communication & Customer Service:** Strong written/verbal skills; commitment to excellent service.
- **Judgment & Problem-Solving:** Ability to anticipate consequences and propose solutions.
- **Leadership & Project Management:** Adaptability, team leadership, and resource management.

- **Technical Knowledge:**
- **Microsoft Platform:** SharePoint Online, Power Platform (Power Apps, Power Automate)
- **Open-source CMS:** WordPress, Drupal, AToM,
- **Scripting & Programming:** PHP, PowerShell, Bash, Node.js
- **Front-end Development:** HTML, CSS, JavaScript, React
- **Enterprise Integration:** Secure protocols (REST, SOAP APIs, SIP2 connection)

- **Data Management & Reporting:** Creating reports from relational databases and SharePoint lists
- **Workflow Automation:** Designing and optimizing workflows in Power Automate and Power Apps

OTHER REQUIREMENTS
- Valid Ontario Class G driver's license with a driving abstract satisfactory to the Employer.
- Ability to perform all essential job functions.
- Some travel between Library locations may be required.
- Participation in after-hours support rotation may be required.

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.

The Hamilton Public Library is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. Accommodations are available for all applicants with disabilities throughout the recruitment process. If you require accommodations for interviews or other meetings, please contact Human Resources. We appreciate your interest, however, only those selected for an interview will be notified.

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. Please note that Artificial Intelligence (AI)

may be used during the initial screening and recruitment process to assess and/or select candidates for recruitment and selection.

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).