HAMILTON PUBLIC LIBRARY IS CURRENTLY RECRUITING FOR THE FOLLOWING:

DIGITAL TECHNOLOGY ASSISTANT

JOB CODE: 6644

TEMPORARY FULL TIME (35 HOURS PER WEEK)

PAY GRADE: $59,137.26 - $69,573.14 ANNUAL

LOCATION: CENTRAL LIBRARY, 55 YORK BLVD, HAMILTON, ON

START DATE: January 2, 2019 for a period up to one year. May be extended at that time.

JOB SUMMARY:

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

- Primary focus is HPL website which includes ongoing maintenance and update of content; coordinating with Communications, graphic designer and 3rd party supplier.
- Plays a lead role on the HPL External Website Project Redesign to review and recreate a positive customer-centric user experience for the website content and functionality in with the HPL strategy.

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:

2 year computer science diploma from an accredited college (graduation within the last five years) **or** Bachelor's Degree from an accredited university and A+ certification.

Bachelor's Degree in Computer Science is an asset.

Experience:
- 1 year experience in responsive web design and UX
- Experience with user-centered design, user experience design, website usability analysis is considered an asset
- 1 year of experience with Content Management System Drupal, designing interactive media or web graphics and skilled in designing and optimizing graphics for efficient bandwidth transfer is an asset

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

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

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 current "G" Drivers License and excellent driving record

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 Ontario Public Library, Privacy, 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 procedures identified in the Hamilton Public Library Manuals

Applying
- The deadline for this application is 11:59pm December 14, 2018

- Please visit www.hpl.ca and proceed to Jobs at HPL to apply through City of Hamilton recruiting site

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.

By submitting a resume, you are declaring that the information contained is true and complete to your knowledge. You understand that a false statement may disqualify you from employment, or cause your dismissal. We thank all applicants who apply and advise that only those selected for an interview will be contacted.

Submission of references also stands as consent to obtain reference checks, personal or background checks and personnel file information as the Hamilton Public Library may require in connection with your employment. We respect the confidentiality of applicants and check references near the final stages of the selection process.

The successful candidate will have to provide original proof of a Criminal Record and Judicial Matters Check. It is understood that the various checks referred are for employment purposes only and you agree that you will not hold any party liable for the information given or received.