

INFORMATION TECHNOLOGY ADMINISTRATOR

PERMANENT FULL TIME (35 HOURS PER WEEK)

PAY GRADE: \$38.155 - \$44.889 HOURLY

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

START DATE: As soon as possible

JOB SUMMARY:

Reports to the Manager, Digital Technology Infrastructure; Responsible for the administration and support of services within the following portfolios: user administration, deskside support and administration, image deployment, Mobile device management & Antivirus; client computer configuration, application configuration and implementation, back-up tape rotation, RFID & Sorters, Self-Checks, Security Camera Support, Service Desk ; Participates in general departmental activities including network and operational support

JOB DUTIES:

Works in collaboration with other staff in Digital Technology; reports to Manager, Digital infrastructure

Maintain, repair, configuration, set up computers, printers, peripherals devices and software

Operating system & computer related software installation & configuration; performs hardware, software upgrades, resolves hardware and software conflicts, Image deployments

Maintain & Administer Asset Management of all system hardware, software and related supplies

Maintains & monitor contracts, lease agreements, renewals, equipment repairs records etc.

Maintain/Administrate & Support Reno projects from DT prospective; makes recommendations regarding equipment requirements and placement; prepares installation plans and diagrams for network, computer cables and electrical hook-ups

Perform User Administration, creating, deleting & transfer user accounts, emails, folder permission, hardware provisioning & Service Desk Coverage etc.

Maintain & Support Sorters, RFID equipment & Self-Checks equipment's
Monitors server's software and hardware health and escalate if required

Monitor daily backup jobs and perform tape rotation as required

Maintain, Administration & support library-wide anti-virus defense system

Administration & Support Mobile device management solution

Liaises with City Network Support to ensure smooth functioning of library services including network, e-mail, wireless and other systems

Analyze service incidents and problems, identify risks, provide recommendations, and implement solutions

Performs capacity and resource planning activities, assesses system risks and makes contingency plans and follow standards

Administration of assigned projects/specific tasks and provide regular updates to the Manager.

Liaises with staff and vendors, resolves problems, ensures network / system functionality, documents and communicates solutions and performs standard changes according to documented procedures

On assigned applications, project and technology, prepares and maintains relevant and comprehensive documentation to enable effective help-line support and troubleshooting problems

Maintains professional knowledge and awareness of best practices; identify & participates in training sessions and staff meetings

On assigned applications and technology, develops procedures; prepares training and other support materials to assist staff and the public

Performs other duties as assigned which are directly related to the major responsibilities of the job or as required by critical incidents

Participates in departmental functional teams and coordinates team work as assigned

Transports and installs computers and networked devices

Drives vehicle; ensures safe operation; responds to vehicle and service issues following established guidelines; contacts Fleet Services, Manager, or Administration as required

Enforce and follow HPL ITSM policies, procedures and best practices

Liaises with third party staff for repair and support as required

Collaborates on the planning, scheduling and purchasing of applications and technology; assists with preparation of Requests for Proposals, project plans; assist with the evaluation and development of solutions

MINIMUM QUALIFICATIONS:

Educational Requirements:

Developed understanding of computer operating systems, communication and networking technologies and hardware equipment configuration normally acquired by attaining a **University Degree in Computer Science** or **College Diploma in Systems Administration/ Computer Technology** or an equivalent combination of education and relevant business experience
Additional Certification Preferred in ITIL, Microsoft and Project Management

Experience:

Demonstrated knowledge of and problem solving experience with computer hardware components and their configuration and repair

Strong Knowledge of O365 to do user management, maintenance and troubleshoot issues.

Experience deploying software, image deployment, as well as managing inventory and systems with Systems Center Configuration Manager

Experience working with RFID equipment's, Sorters & Self checks systems

Strong knowledge of configuring and managing Mobile Device Management solution.

Knowledge & Understanding Computer Booking solution Payment solutions.

Basic Knowledge of VMware Esxi, windows server & network environment

Strong Knowledge of Active Directory domain services & NTFS permissions

Knowledge of Veeam backup solution

Experience in application administration and support, preferably in a library environment

A strong understanding of ITIL practices

Possesses a valid Ontario driver's license and excellent driving record

Skills / Competencies:

Demonstrates skill in communicating, presenting information, writing, consulting 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 install, configure and troubleshooting computer and network hardware & software; ability to work with Windows Server and Operating systems [JOB-SPECIFIC KNOWLEDGE]

Demonstrates proficiency in administering Windows Domains, Active Directory & DNS [JOB-SPECIFIC KNOWLEDGE]

Demonstrates working knowledge of computer operating systems, printers, self-checks, sorters, RFID and desktop applications [JOB-SPECIFIC KNOWLEDGE]

Demonstrates knowledge of VMWare and server virtualization administration [JOB-SPECIFIC KNOWLEDGE]

Demonstrates working knowledge of basic networking concepts and basic Windows administration and security [JOB-SPECIFIC KNOWLEDGE]

Effectively relates to and engages others in the achievement of objectives, 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]

Manages resources effectively through all stages of project planning and implementation [PROJECT MANAGEMENT]

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

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

Applying

- The deadline for this application is 11:59pm on June 3, 2022
- Please visit www.hpl.ca and proceed to Jobs at HPL to apply through City of Hamilton recruiting site.
- Candidates proceeding to the formal interview process will also be required to submit a minimum of three (3) references as well as copies

of proof of key qualifications (i.e. degrees, certifications, licences, driving abstract)

- 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.
- 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.

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.

Vaccine Verification – As a condition of employment you are required to provide proof that you are fully vaccinated or provide proof of valid exemption satisfactory to the employer prior to your start date. You must acknowledge and agree to comply with any future vaccine policy requirements as an ongoing condition of employment at the City of Hamilton. For more information, please review our [Mandatory Workplace COVID-19 Vaccination Certification Policy](#).

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