Coquitlam Public Library

Employment Opportunity

Position:	Computer Service Technician	**Job Code:**	CPL2024-30
Position Type:	Regular Full Time	**Hours of Work:**	35 hours per week
Location:	All	**Department:**	Innovation and Technology
Pay Grade:	Pay Grade 22	**Hourly Rate:**	$39.32 per hour
Posting Date:	October 10, 2024	**Closing Date:**	October 21, 2024 (or until filled)

Coquitlam Public Library

Coquitlam Public Library creates joy in discovery, fosters inclusion and promotes knowledge by proving innovative experiences, spaces and services. We are committed to inclusion, team wellbeing & culture, partnerships & engagement, Truth & Reconciliation and leading into the future, as well as increased library access through physical, online and mobile services. The library has two branches as well as the Library Link, our mobile library.

Position Overview

The Coquitlam Public Library is currently seeking a Computer Services Technician to join our team on a permanent Full Time basis. The primary focus of this position will be to maintain the day-to-day operations of the Library's network and server systems, through a combination of investigation, resolution, and/or referral to contracted support services, as well as the installation and configuration of software and hardware. The position will provide exceptional customer service and support to the staff and Library customers on a wide range of technological systems, with a specific focus on troubleshooting software and hardware.

Duties Include

- Investigates, documents, assesses and resolves telecommunication (mobility and VOIP), and computer software and hardware problems
- Refers network and server problems to direct supervisor and/or contracted support services
- Refers major and unresolved problems and hardware malfunctions to vendors and/or direct supervisor
- Installs, upgrades and determines configurations for new tele-communications hardware and software, hardware and software and related computer equipment, conducts tests on equipment and software, corrects problems and monitors network performance.
- Customizes software applications, adjusts system parameters to reflect changes in library practices and policy, develops and implements user aids, performs system maintenance, back-up and recovery operations.
- Monitors system security, creates user accounts and permissions.
- Assists in the design of the Library website, and provides technical support. Installs, configures and maintains Library's intranet site and help desk services.
- Prepares and maintains a variety of material including procedure manuals, records, files, reports and correspondence related to work.
- Trains staff on Library hardware and software
- Other duties as assigned.

Conditions of Employment

- Required to join CUPE Local #561;
- Valid Driver's Licence for the Province of BC preferred
- Required to work at any branch in the Coquitlam Public Library system as well as Library Link.

Requirements

- Completion of a certificate program in computer sciences or related discipline at a technical institute or community college plus sound related experience or an equivalent combination of training and experience.
- Knowledge of and experience with the MS Windows Server environments, networking and telecommunications.
- Knowledge of and experience with Exchange, Microsoft Active Directory, endpoint anti-virus systems, enterprise Wi-Fi, enterprise back-up systems, enterprise security standards, and VoIP phone systems.
- Knowledge of and experience installing and maintaining a wide range of software.

- Knowledge of and/or experience with basic SQL command syntax.
- Knowledge of and/or experience with web application technologies such as HTML, ASP, and REST API.
- Ability to follow verbal and written instruction while taking initiative. Must have a solid work ethic and be self-motivated. A curiosity for learning new technologies is an asset.
- Ability to adapt to and learn new technologies, both software and hardware
- Excellent command of verbal and written English communication skills.
- Well-developed interpersonal skills required, as this position works with various library staff, vendors and the public.
- Ability to be friendly and welcoming to a diverse and multicultural customer base.
- Must have a strong attention to detail and an ability to consistently perform tasks accurately and in a timely fashion.
- Travel between all locations is required. Shifts may be assigned at either branch as well as Library Link.

What We Offer

In addition to an excellent compensation package, we provide a working environment that supports knowledge, innovation and fun. With a strong focus on safety, we strive to inspire learning and service to our diverse community. If you have a proven commitment to providing exceptional customer service in a team environment, with a friendly and patient personality, we are interested in hearing from you.

TO APPLY FOR THIS POSITION:

Please send an email to humanresources@coqlibrary.ca with your cover letter and resume attached in PDF format. The subject line must include the job code. If you are applying for more than one posting, only one email is required; however, please include all applicable job codes in the subject line.

ONLY THOSE CANDIDATES SELECTED FOR AN INTERVIEW WILL BE CONTACTED.