



# COQUITLAM PUBLIC LIBRARY

## Employment Opportunity

**Position:** Systems Technician  
**Position Type:** Regular Part Time – 14hrs/week  
**Location:** Poirier/City Centre  
**Pay Grade:** 19  
**Posting Date:** March 26, 2025

**Job Code:** CPL2025-02  
**Hours of Work:** Thursday & Friday 9:00am – 4:30pm  
**Department:** Innovation & Technology  
**Hourly Rate:** \$36.02 per hour  
**Closing Date:** April 9, 2025

### About Coquitlam Public Library

Coquitlam Public Library creates joy in discovery by providing inviting, innovative spaces and services that promote learning and knowledge and engage all of Coquitlam's diverse communities. We are committed to inclusivity, team wellbeing and culture, partnerships and engagement, truth and reconciliation and leading into the future. The Library provides access to physical, online and mobile services from our two branches and the Library Link (our mobile library).

### Position Overview

The Coquitlam Public Library is currently seeking a part-time Systems Technician to join our IT team. Reporting to the Manager E-Branch & Collections, the primary focus of this role will be to provide system user support, ensure routine maintenance of system and network, and perform basic equipment maintenance and service. This position has a specific focus on installing, configuring, and troubleshooting software and hardware and maintaining day-to-day operations of the Library's computer systems.

### Duties Include

- Performs basic maintenance and service on computer hardware, responds to Help Desk tickets in a timely manner.
- Assists in testing, analyzing and resolving systems problems; contacts other technical staff or vendors as appropriate and provides status update on problems to appropriate staff.
- Assists with installation, upgrades, and maintenance of network, server, mobility communications hardware and software and related computer equipment.
- Maintains hardware and software inventories; sends equipment for off-site service and repair and tracks same; receives new and repaired equipment.
- Maintains user accounts on ILS and network as per department policies and procedures.
- Ensures that regular system back-ups and routine maintenance programs are run on schedule.
- Provide user support, responds to enquiries and provides directions and explanations of simple system functions.
- Works with the systems team and vendors to create and maintain system documentation; maintains various systems, server and ILS logs and produces reports as required.
- Assists in Library projects, including but not limited to implementation of new public workstations or a new public computer management system.
- Collaborates with other library departments as needed, provide IT expertise and advice in the development of system goals and projects; participates in technical services operations and planning meetings.
- Assists in maintaining a variety of documentation including procedure manuals, records, files, reports and correspondence
- Performs daily, monthly and annual statistics
- Performs other duties as needed and related to the job scope.

### Condition of Employment

- Successful incumbent must complete a criminal record check prior to commencing work.
- Required to join CUPE Local #561;
- Valid Driver's License for the Province of BC;
- Required to work at any branch in the Coquitlam Public Library system as well as Library Link.
- While the position is on-site on Thursday-Friday, there is flexibility for the successful candidate to work these hours between Thursday -Sunday.

### Requirements

- Completion of Grade 12 and formal education and training in a business-class client/server environment and PC and network support at a post-secondary level and/or equivalent combination of training and experience.
- 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.
- Excellent command of verbal and written English communication skills.
- Well-developed interpersonal skills required, as this position works with various library staff 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, patient and outgoing personality, we are interested in meeting you.

## **To Apply**

Please send an email to [humanresources@coqlibrary.ca](mailto:humanresources@coqlibrary.ca) with your cover letter and resume attached in PDF format. The subject line must include the position name. No phone inquiries please. We thank all applicants in advance for their interest; however, only qualified candidates will be contacted for an interview.

Coquitlam Public Library is an inclusive employer. We encourage applications from all qualified candidates and will accommodate applicants' needs under the respective provincial human rights codes throughout all stages of the recruitment and selection process. Please email [humanresources@coqlibrary.ca](mailto:humanresources@coqlibrary.ca) to discuss your accessibility needs.