



JOB POSTING: IT SYSTEMS ADMINISTRATOR

Date: March 29, 2019

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**JOB POSTING**

<b>JOB TITLE/POSITION:</b>	<b>IT SYSTEMS ADMINISTRATOR</b>
<b>JOB CLASSIFICATION:</b>	Exempt
<b>JOB STATUS:</b>	Permanent, full time, 35 hours per week
<b>LOCATION:</b>	Home Branch – Downtown Branch
<b>COMPENSATION:</b>	We offer an attractive and competitive remuneration package, including comprehensive benefits, a pension and support for professional development. Salary range is \$71,962 to \$84,193 (2018 range).
<b>POSTING DATE:</b>	March 29, 2019
<b>CLOSING DATE:</b>	April 15, 2019

**JOB SUMMARY:**

Under the direction of the Manager, Information Technology, assumes responsibility for the network and server infrastructure of the Library. Also assumes primary responsibility for the Integrated Library System (ILS) and works as part of a team to support all computer hardware, software, and peripherals, and provide technology training for staff. Assumes leadership on assigned projects to evaluate and implement new products and services by working with library staff, service affiliates, and vendors. Responsible for supporting all users, including those who have access to confidential and privileged information.

**QUALIFICATIONS:**

1. Three (3) year post-secondary diploma or degree in Computer Engineering, Computer Systems, Computer Networking or other related computer studies with a focus on infrastructure (networks, servers, and security).
2. Master's Degree in Library Science or Library Technician Diploma is an asset.

3. Three (3) years' full-time equivalent experience administering and supporting networks and servers.
4. Hands-on experience administering and supporting a system critical database-driven business application, including maintenance, troubleshooting, upgrading and testing, SQL database queries, custom programming, developing technical documentation and delivering training, preferably in a library setting supporting an ILS.
5. Strong working knowledge of supporting IT infrastructure including:
  - Administering Exchange and Active Directory including Group Policy administration
  - Networking, switch management, configuration, and services (DHCP, DNS, etc)
  - Firewall concepts, configuration, and rule analysis (Palo Alto preferred)
  - Virtual Server environments (VMware preferred)
  - Security including endpoint protection
  - File storage and backup systems, disaster recovery
  - Database installation & administration, developing SQL queries.
6. Strong analytical and troubleshooting skills with the capacity to understand and interpret data and communicate those results with audiences of varying technical knowledge.
7. Ability to support enterprise applications including Microsoft Office Products, and computer hardware and peripherals.
8. Experience creating instructional support materials and providing training to adult learners.
9. Working knowledge of cataloguing principles and MARC coding is preferred.
10. Relevant technical certifications (Cisco, Palo Alto, Microsoft) are an asset.
11. Driver's licence and access to a vehicle for travel between branches will be considered an asset.

**KEY COMPETENCIES:**

- Customer Service
- Communication
- Collaborative Relationships
- Technology Skills
- Organizational Skills and Productivity

- Learning and Growth Mindset
- Ethics and Values
- Analytical/Conceptual Thinking
- Information Technology

**DUTIES AND RESPONSIBILITIES:**

Under the direction of the Manager, Information Technology, and within a team culture:

1. Designs, develops, deploys, maintains and administers the network and server infrastructure of the library by:
  - Ensuring that servers are running smoothly and efficiently by performing upgrading and maintenance tasks, resolving technical problems, overseeing activity levels, and developing new system structures when necessary.
  - Installing, integrating, configuring, and maintaining server hardware and applications.
  - Ensuring network security & connectivity, performing regular audits.
  - Analyze, troubleshoot and resolve complex infrastructure and server systems.
  - Architect and design systems and solutions, both hardware and software in nature.
  - Coordinate and implement system upgrades and configuration changes.
  - Monitor, analyze, report, and optimize systems performance including identifying risks and weaknesses.
  - Architect, implement and maintain backup & recovery solutions.
  - Research and recommend best of breed enterprise solutions.
2. Administers, monitors, and maintains the accuracy, reliability, and usability of the ILS and associated products by:
  - Seeking improvements to workflows and our use of available modules by collaborating with users throughout the library, following listserv activity, and maintaining an awareness of ILS trends and functionality.
  - Implementing changes to ILS configuration, rules, and policy.
  - Documenting features and functionality of the system, identifying and coordinating resolution of issues, training staff, and communicating changes appropriately.
  - Liaising with the vendor to coordinate planned maintenance and updates, report issues and arrange support calls, and communicate enhancement requests.

- Administering, monitoring, and maintaining ILS subsystems (3<sup>rd</sup> party solutions that integrate with the ILS through SIP protocol including patron notices & telephone notification systems, RFID software, self-checks, AMH, etc).
  - Analyzing and gathering requirements for the ILS and other business applications including workflow, user needs, resources, data sources, and training needs and prepare recommendations, impact analysis, and related documentation.
  - Performing annual and regular maintenance and clean-up, running statistical reports and optimizing our usage of data analytics through Decision Center.
  - Writing, interpreting, and modifying scripts and database queries in SQL.
  - Designing and maintaining system notices and custom reports.
3. Provides back-up for other IT staff and assumes shared responsibility for our IT environment by:
- Responding to support tickets and providing proactive technical support for hardware, software, communication devices, and peripherals including installs, routine maintenance, monitoring, troubleshooting, and repair.
  - Creating instructional materials and providing technology training for staff.
  - Generating and tracking statistical information.
  - Deploying new software releases and technologies to support library services.
  - Liaising with vendors and suppliers to provide solutions, correct problems, and promote quality assurance.
  - Evaluating end-user requirements and recommending appropriate hardware and software solutions.
4. Assists with developing technology plans and projects by:
- Providing innovative technical solutions and suggestions
  - Performing an analysis of documentation and technical specifications of new applications under consideration
  - Preparing a library business case as part of the Library's planning and budget process.
5. Performs all other duties as required.



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**WORKING CONDITIONS:**

- This is a system-wide position based at the Downtown Branch that may be assigned at any Barrie Public Library location.
- Hours of work may include evenings and weekends with the employee being required to perform accurate and detailed work with constant interruptions.
- Works in compliance with Occupational Health and Safety Act and the Ontario Accessibility for Ontarians with Disability Act
- A police check, including Vulnerable Sector Screening, is required and is a condition of employment.

**OTHER:**

- Applicants may be asked to provide proof of education status, licenses, certification upon the Library's request.
- Barrie Public Library is committed to providing an inclusive, barrier-free environment for job applicants. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005). If invited to participate in an interview, please advise us of accommodation measures you may require during our recruitment process. Information received relating to accommodation needs of applicants will be addressed confidentially.
- Personal information is collected under the authority of the Public Libraries Act, R. S. O. 1990, Chap. P.44, section 23, subsection 4 and will be used to determine eligibility for employment.

Those wishing to apply should submit a cover letter and current resume to:

Jane Little  
Manager, Human Resources  
Barrie Public Library  
60 Worsley Street  
Barrie, Ontario L4M 1L6

Email: [jobs@barrielibrary.ca](mailto:jobs@barrielibrary.ca)

Fax: 705-728-4322

We thank everyone for their interest, but only candidates selected for interviews will be contacted.