

PICTOU-ANTIGONISH REGIONAL LIBRARY
Job Description

Name of Position:
Technology Support Technician

Classification:
(classification under review)

Position Scope:

Under the direction of the Chief Librarian the Technology Support Technician is responsible for the support of all technology in the Pictou-Antigonish Regional Library. This position works in cooperation with the Community Technology Manager.

Outline of Typical Duties:

1. Maintains and troubleshoots hardware and software in all seven regional library branches, headquarters, and designated community partner sites. Includes both standalone computers as well as thin client systems (working in a Microsoft operating system environment although Apple OS and devices are in use).
2. Provides software and hardware support to staff by email, text, telephone, and site visits.
3. Regular travel to all locations for scheduled maintenance.
4. Provides support to all technology used by the regional library including file servers, printers, scanners, 3D printers, mobile devices, etc. Does not include regional library webservers.
5. Works with government support personnel to maintain internet connections and wireless services in regional library branches and headquarters.
6. Communicates on a regular basis to the Chief Librarian and Community Technology Manager on any hardware and software needs.
7. Participates in planning and costing for equipment replacement, software upgrades, new technologies, and other aspects related to technology.
8. Provides instruction to staff as required in maintaining software and hardware and when introducing new pieces of technology.
9. Makes regular monthly reports to the Chief Librarian and Community Technology Manager as to activities, as well as suggestions for repair, replacement, and improvement. Communicates urgent needs in a timely manner and reports to staff on status of any issues.
10. Other duties as required.

Education Required:

Successful completion of a recognized computer or information technology program.

Other Requirements:

Experience providing computer hardware and software support an asset. Good communications skills. Must hold a valid Nova Scotia Driver's license. A successful Child Abuse Registry Check is a condition of employment.

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