



Job Description

Position: Computer and Network Technician

Classification: Library Assistant 3

Position Scope

Under the direction of the Chief Librarian the Computer and Network 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, Web Services Manager, and Emerging Technology Assistants.

Outline of Typical Job Duties

- 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). This does not include specialized integrated library software.
- Provides software and hardware support to staff by email, text, telephone, and site visits.
- Regular travel to all locations for scheduled maintenance.
- 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.
- Works with government support personnel to maintain internet connections and wireless services in regional library branches and headquarters.
- Communicates on a regular basis to the Chief Librarian and Community Technology Manager on any hardware and software needs.
- Participates in planning and costing for equipment replacement, software upgrades, new technologies, and other aspects related to technology.
- Provides instruction to staff as required in maintaining software and hardware and when introducing new pieces of technology.
- 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.
- Other duties as required.

Education

- Successful completion of a recognized computer or information technology program.

Experience

- Experience providing computer hardware and software support an asset.
- Good communications skills.

Other:

- Maintains active participation in library associations and attends professional development activities as required.
- Must hold a valid Nova Scotia Driver's license.
- Completion of both a Child Abuse Registry Check and a Criminal Background Check.

Date Created or Revised: 2023