



JOB DESCRIPTION

Library IT Intern

This position is made possible by funding from Digital Skills 4 Youth.

DEPARTMENT: Public Services	REPORTS TO: Manager, Digital & Support Services
CLASSIFICATION: Temporary Contract Full-Time Non-Union	DIRECT REPORTS: none

JOB SUMMARY

Under the supervision of the Manager, Digital & Support Services, assists with the operation and coordination of IT Services within the Public Services Department in order to meet the electronic information and service needs of library users, and assists with maintenance of the Library's networks & systems infrastructure under the functional guidance of the IT Services Coordinator.

PRIMARY RESPONSIBILITIES

Information Technology	<ul style="list-style-type: none"> • Participates in delivery of IT tech support/help desk, responding to internal Library staff IT tickets • Assists with data processing and management, collecting and recording usage statistics • Assists with website and intranet coding and development; • Assists with hardware repair/refurbishment; • Assists with public computer deployment and maintenance
Customer Service	<ul style="list-style-type: none"> • Assists with IT related troubleshooting through 1 on 1 appointments with the public • Develops and delivers technology-related programming that complements existing programming

HEALTH & SAFETY

This position must take responsibility for personal health and safety insofar as he or she is able under the Occupational Health and Safety Act and its Regulations.

A worker must:

- (a) Work in compliance with the provisions of the Act, the regulations and City policies.
- (b) Use or wear the equipment, protective devices or clothing that the City requires to be used or worn.
- (c) Report to his or her supervisor the absence of or defect in any equipment or protective device of which the worker is aware and which may endanger himself, herself or another worker.
- (d) Report to his or her supervisor any contravention of the Act, the regulations or the existence of any hazard of which he or she knows.

This position shall not:

- (a) Remove or make ineffective any protective device required by regulations or by the City, without providing an adequate temporary protective device and when the need for removing or making ineffective the protective device has ceased, the protective device shall be replaced immediately.
- (b) Use or operate any equipment, machine, device or thing or work in a manner that may endanger himself, herself or any other worker.
- (c) Engage in any prank, contest, feat of strength, unnecessary running or rough and boisterous conduct.

EDUCATION AND TRAINING

Post-secondary education in information systems, computer science, or related field

EXPERIENCE REQUIREMENTS

Experience with technology and computerized information services, focusing on end user applications essential. Knowledge and interest in current tech trends and services available in libraries.

GENERAL REQUIREMENTS

Willingness and ability to travel locally and regionally.

SKILLS AND ABILITIES

- Excellent written and verbal communication skills.
- Excellent computer skills required.
- Interpersonal skills to deal effectively with the public and staff.
- Excellent customer service skills.

PHYSICAL REQUIREMENTS

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| <ul style="list-style-type: none">• Computer and keyboard usage• Ability to concentrate with constant interruption | <ul style="list-style-type: none">• Frequent sitting, standing• Able to work flexible hours• Lifting Library materials (medium weight – 25 lbs) |
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ENDORSES THE CORE COMPETENCIES OF THE ORGANIZATION

1. Strategic Orientation	Endorses the mission, values and vision of the library. Prioritizes work and aligns behaviours in accordance with the organization’s set strategies, objectives and goals.
2. Customer and Public Service Champion	Displays a strong commitment to service excellence, understands service objectives, and recognizes diverse customer needs. Works collaboratively to develop consistent, superior, customer-focused service, ensuring patron needs are recognized and served.

3. Commitment to Learning	Recognizes the importance of continuous learning and seeking new learning opportunities to improve skill level and performance.
4. Communication	Communicates effectively using a variety of methods, with a variety of audiences and individuals from diverse backgrounds. Selects and applies the most appropriate and effective communication skills to meet situational needs.
5. Innovation	Questions existing methods, improves processes and recommends new perspectives and solutions. Seeks innovative advances in public library service from other libraries. Acts on creative ideas to make useful contributions to the library, and the community.
6. Values	Advocates universal access to information and ideas through free library service. Welcomes and values diversity. Champions the library on and off the job!
7. Collaborative relationships	Treats everyone with honesty, respect and fairness, building an environment of trust. Values differences of opinion and listens with openness and curiosity. Works as a team player, contributing to the overall success of the library.

Effective: July 2019