Strathcona County Library

Position Title: Network Technician
Position Number:

PURPOSE
Configures and maintains required library technologies for the Strathcona County Library and Fort Saskatchewan Public Library. Administers websites built under the Drupal CMS Platform for SCL and FSPL. Provides technology training and support for staff. Researches and purchases technology. Keeps staff and self up to date on needed technology. Creates and maintains technology documentation.

DUTIES AND RESPONSIBILITIES
- Installs, configures and maintains network hardware such as switches and security systems
- Assists in configuring and maintaining server hardware and software including Windows and Linux
- Configures and maintains email server software such as Exchange and Blackberry Enterprise Server
- Installs and maintains ILS peripherals, assists in maintaining ILS (horizon), PC Reservation and E-Commerce
- Researches, purchases, installs, and maintains desktop hardware and software
- Administers SCL's intranet room booking calendar, and FSPL's public website built under the Drupal content management system
- Provides training and support to staff on many types of technology
- Keeps staff and self up-to-date on needed technology
- Communicates with staff and vendors in order to research and purchase new technologies
- Creates and updates technical documentation such as training plans, reports and inventories
- Provides after-hours and on-call support when needed

QUALIFICATIONS
- Two-year related post-secondary program; two years related experience.

- Ability to work independently as well as collaborate, negotiate, and communicate with a wide variety of people
- Ability to organize work, balance priorities, and meet deadlines
- Ability to provide effective training on technology to staff at all levels
- Has valid driver's licence and own transportation
- Certifications such as A+ or MCITP are an asset.
- Knowledge of the library industry in relation to technology and data communications is an asset
- Working knowledge of HTML, CSS and PHP an asset

CONTACTS

- Strathcona County Library Technical Services & Systems Manager
- Fort Saskatchewan Public Library Operations Manager
- Strathcona County Library staff
- Fort Saskatchewan Public Library staff
- Staff at other libraries
- Vendors
- Library Patrons

KNOWLEDGE, SKILLS, AND ABILITIES

- Microsoft Server 2003/2008 operating system including Active Directory concepts and network protocols such as DHCP,DNS, SMB
- Microsoft Exchange Server, general email hosting concepts and SMTP
- Linux/*nix operating systems and administration concepts
- Ethernet Standards and TCP/IP Internet Protocol Suite
- IP Addressing and Subnetting
- Network security
- SQL language and database concepts
- Drupal Content Management System
- HTML, CSS, and PHP
- Web hosting software such as Internet Information Server and Apache
- Blackberry Enterprise Server
- Computer hardware
- Microsoft client operating systems such as Windows XP and Windows 7
- Ability to evaluate vendors and make purchasing recommendations

PROBLEM SOLVING

- Administer unique public workstations such as Mango language stations. Consult with staff on system requirements, customize Group Policy for the Windows account, and install and lockdown desktop software as needed for public use.
- Research and implement new features in Drupal websites such as new calendar fields to further categorize room bookings. Install new Drupal module(s), and configure Drupal Views and content Forms. Test before making changes live.
- Fix computer hardware or software issues on a staff or public system, i.e., the public printer kiosk not accepting print jobs. Test from multiple public stations to decide it is a system wide issue or an isolated issue. Check services on public print kiosk and ensure they are running and communicating with clients.

WORKING CONDITIONS

- General automated office environment. Occasionally required to work outside of regular office hours, particularly during upgrades or implementations of new technology. May be on call during library open hours to deal with technical emergencies.
- Required to travel to the Fort Saskatchewan Public Library weekly and in the event of emergencies.

- Stress due to competing deadlines and priorities, complicated projects, and staff expectations regarding technology can be a factor. Concentrated attention and precision are required.
- The person in this position is expected to be a team player and must be capable and willing to help with other duties as required.