**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Library Information Systems Administrator

**Job Number:** L-056

**NOC:** 2171

**Band:** 10

**Department:** Library Systems

**Supervisor Title:** Discovery and Systems Librarian

**Last Reviewed:** February 25, 2020

**Job Purpose**

Maintains and supports the Library Services Platform (LSP) and other Library and Archives information systems and websites under the general guidance of the Discovery and Systems Librarian, and in collaboration with Trent University Information Technology. Supports staff/users, clients, networked printers and other peripherals. Installs and perform upgrades to library information systems. Keeps abreast of technological changes related to library systems. Evaluates and recommends software/hardware and provides advice relating to other technical matters such as equipment, applications, etc. Adapts and creates new scripts and software programs, as required. Introduces new hardware and software to users. Maintains inventory of the Library and Archives’ computing equipment.

**Key Activities**

1. Under general direction, supports the Library and Archives’ information systems, website, and related systems and technologies.
2. Administers the Library Services Platform (LSP).
3. Performs account and access management; in conjunction with University IT, assists library staff users with account, Windows, and network access for use with library services.
4. Develops systems and processes to ensure proactive monitoring of library online services for access. Troubleshoots and provides after-hours emergency support, if requested by the unit librarian.
5. Performs maintenance and upgrades to support library online services and related applications. Verifies system backups and monitor system logs and reports. Runs and creates customized reports as requested.
6. In collaboration with University Information Technology (University IT), ensures that hardware and software for staff users and for public access computers is configured and installed. Communicates with external vendors for troubleshooting and support.
7. Collaborates with University IT and Library and Archives’ staff to optimize security of user information and library online services, and to optimize access to library online services.
8. In coordination with the Discovery and Systems Librarian, liaises between staff and IT to resolve software, hardware and network problems affecting library services.
9. Customizes web applications and customize and develop scripts.
10. As needed, supports Library and Archives staff in developing training for use of hardware/software/peripherals and other equipment and resources.
11. Collaborates with librarians, managers and staff to establish procedures that meet defined and projected needs.
12. Consults, evaluates and advises on the purchase of hardware/software/peripherals and other equipment and resources.
13. In conjunction with University IT, ensures that an inventory of hardware/software/ peripherals and other equipment and resources used by staff and library users is maintained, and organizes and arranges for disposal where required.
14. Ensures that documentation is standardized, current and readily available for unit staff and for Library and Archives staff to consult.
15. Works with the unit librarian to identify items for purchase and implementing and assessing any contracted services.
16. In coordination with the Discovery and Systems Librarian, provides data extracts, writes and maintain data aggregation and clean-up scripts, and provides analysis in the gathering of statistical data and other data for ongoing processes and for discrete operations. Ensures integrity of data and data collection methods.
17. Keeps current in developments of systems and methods supporting library online services through on-going self-development by monitoring mailing lists and other user group and vendor communications, by reviewing manuals and release notes, and through continuing education and training.
18. Monitors the library issue-tracking system and solves, redirects or escalates issues as appropriate.
19. Using project management principles, participates with others in the Library and Archives in the design, development and implementation of library online services.

**Education**

Honours University Degree (4 year) in Computer Science or Computing and Information Systems.

**Experience Required**

3 years to 5 years (minimum).

**Responsibility for the Work of Others**

Indirect Responsibility

* All Library and Archives staff
* Maintain control over timely updates (software)
* Determine who is granted permissions on various servers

**Communication**

Internal:

* With librarians, to discuss technical issues
* With Library and Archives staff, to discuss reporting needs and resolve problems with library systems
* With library patrons, to discuss technical problems and provide direction
* With University IT staff, regarding network and library systems issues
* With Telecommunications staff, to check on network problems or changes to telephones

External:

* Technical Support departments to receive information to resolve hardware problems
* Vendors and suppliers to source prices and arrange delivery of goods
* Other universities and colleges to share knowledge of similar systems

**Motor/ Sensory Skills**

* Fine Motor Skills - Keyboarding, using mouse
* Dexterity - Installing computer components
* Coordination - Movement of hardware, computers, boxes of paper and other equipment
* Hearing - Listening to problems, understanding, identifying problematic sounds
* Visual - Accurate reading of scripts and programs.

**Effort**

Mental:

* Concentration, focus - To filter out unnecessary information, resolve the problem at hand and deal with interruptions
* Observation - To identify problems with setup of software/hardware, reading manuals and email
* Listening - To gain information needed for problem solving
* Perseverance - Typically, systems problems must be resolved, as quickly as possible
* Imagination - Problem resolution requires flexibility and non-trivial analysis skills and self-knowledge and the knowledge of the systems environment to know when to escalate a problem to other library staff, University IT or vendors.
* Communication - To proactively alert library staff of planned and unplanned downtime of library online services, to ensure that the most important issues are given priority, and to discuss, document and share methods and solutions to library staff

Physical:

* Climbing, walking - Regular on-site installations, consultations and repair work throughout the Library branches (maximum four levels)
* Lifting, carrying - Installation and/or removal of computers, printers, monitors, scanners
* Standing - Kiosk computer maintenance

**Working Conditions**

Physical:

* Strain - Lifting heavy boxes of paper and computer equipment causes muscle strain and over-use
* Personal Injury - Electrical shock, eye strain, radiation from older equipment, cuts and bruises from working with equipment with sharp edges
* Dust - Working environment and equipment

Psychological:

* Responsibility - A lot of people depend library online services and library computer equipment. This places a high level of responsibility and urgency in problem resolution.
* Dealing with people - Providing customer service and being called in a variety of situations
* Interruptions - Frequent interruptions require skills to keep track of, and to return focus to, priority tasks