**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Library Information Systems Administrator

**Job Number:** L-056

**NOC:** 2171

**Band:** 10

**Department:** Client Support and Technical Services

**Supervisor Title:** Client Support and Technical Services Librarian

**Last Reviewed:** March 26, 2013

**Job Purpose**

Monitor, test and maintain the Integrated Library System (ILS) under the general guidance of the Client Support and Technical Services Librarian and in cooperation with Trent Information Technology Services. Provide technical support for the Library’s information systems and website. Support staff/users, clients, networked printers and other peripherals. Install and perform upgrades to ILS. Keep abreast of technological changes related to library systems. Evaluate and recommend software/hardware and provide advice relating to other technical matters such as equipment, applications, etc. Adapt and create new scripts and software programs, as required. Introduce new hardware and software to users. Facilitate training through individual and group sessions. Maintain inventory of library equipment.

**Key Activities**

1. Under general direction, coordinates support of the Library’s information systems, website, and related systems and technologies.
2. Coordinate the work of the Unit.
3. Manage the Integrated Library System (ILS), perform account and service management of modules required for consistent and reliable running of library servers.
4. Ensure monitoring of the ILS and library services for access. Troubleshoot and participate in on-call staff availability during off-hours for emergency support.
5. Perform database administration duties, maintenance and upgrades for library system and related applications. Verify and monitor system backups and reports daily. Run and create customized reports as requested.
6. Ensure that hardware/software for users is configured, installed and supported and that contact with external vendors for troubleshooting and support is maintained.
7. Collaborate with key personnel in IT to optimize access and security of services, user information and library web servers.
8. Serves as the primary liaison between staff and IT to resolve software/hardware problems affecting library services.
9. Assist users with account, windows, and network access for use with library services in conjunction with IT.
10. Customize public access catalogue and other web integrated applications and scripts.
11. Arrange for the training of users of the library system and network in use of hardware/software/peripherals and other equipment and resources.
12. Collaborate with library unit supervisors and library staff to establish procedures that meet defined and projected needs.
13. Consult evaluate and advise on the purchasing of hardware/software/peripherals and other equipment and resources.
14. Ensure 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.
15. Ensure that documentation is standardized, current and readily available for Unit staff and Library staff to consult.
16. Develop and maintain web applications and social media applications related to the Library.
17. Participate with others in the Library in the design, development, implementation and maintenance of the Library’s website.
18. Provide workflow co-ordination of the Library Information Systems Associate, and student assistants, as appropriate.
19. Works with the unit librarian to identify items for purchase and implementing and assessing any contracted services.
20. Ensures student payroll is submitted as required and monitors the student payroll budget.
21. Ensures the appropriate collection, analysis, and reporting of data required by the Library, University and other appropriate bodies is done where appropriate.
22. Provides statistics for discrete operations upon request from the Unit librarian.

**Education**

General University Degree (3 year) in Computer Science.

**Experience Required**

3 years to 5 years (minimum).

**Responsibility for the Work of Others**

Direct Responsibility

* Student Assistant - Technical

Indirect Responsibility

* Library Information Systems Associate
* All Library 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 staff, to discuss reporting needs and resolve software problems
* With library patrons, to discuss technical problems and provide direction
* With IT (Information Technology) staff, regarding network and server 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

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 and the Information Sytentems team 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 prioritization of tasks