

JOB TITLE	TECHNOLOGY SUPPORT ANALYST
Recruitment Ref #:	JD-ITCF-701
Location:	Innovative Technologies & Collections Department, 900 Clark Avenue West, Vaughan
Salary:	\$37.95 per hour
Start Date:	August 2021

Hours:	35 hours per week as scheduled. Branch schedule includes weekdays, evenings, Saturdays and Sundays.
Responsibilities:	Responsible for the ongoing operation, administration and support of corporate computer systems and peripherals for Vaughan Public Libraries. As part of the ITC team, is responsible for the for development and implementation of technology solutions for the Library and adhering to the City of Vaughan's security and IT standards while ensuring operational effectiveness through continuous improvement. <u>Actively and efficiently supports VPL's Mission, Vision and Corporate Values.</u>
Requirements:	<ul style="list-style-type: none"> • Post-secondary degree or diploma in Computer Systems, Networking, Programming or suitable equivalent. • Preferred technical or professional qualifications or certifications/designations include: Information Technology Infrastructure Library (ITIL) Foundations Certificate; Microsoft Certified Systems Engineer (MCSE), A+ Certificate. • Minimum of 3 years' experience working in an ITIL-driven environment and working knowledge of ITIL principles and processes. • Knowledge of computer hardware including desktops, notebooks, tablets, printers and MFPs. Experience with peripherals and general PC troubleshooting and problem resolution. Demonstrated understanding of network operating systems, LAN characteristics, network topologies, components, protocols and services such as TCP/IP, LDAP, DNS, DHCP, firewalls and routers. • Experience with Microsoft Windows operating systems and software, and imaging software. Application support experience including Microsoft Office, SCCM, Service Desk solutions and various desktop and enterprise solutions. • Valid Ontario driver's license.
How to Apply:	Applicants for this position must submit an up-to-date resume, accompanied by a covering letter stating the position and recruitment reference #JD-ITCF-701. Incomplete submissions will not be accepted. Applications should be addressed to: The Recruitment Office, Vaughan Public Libraries, 2191 Major Mackenzie Drive, Vaughan, Ontario L6A 4W2. Submissions are accepted by email at vpjobs@vaughan.ca .
Closing Date of Posting:	NO LATER THAN MONDAY, JULY 19, 2021
For further information:	Contact Yue Sun, Innovative Technologies & Collections Manager at 905-653-7323, extension 4117
Other:	<p>In order to qualify for permanent employment within any department or service location with the Vaughan Public Library Board, an applicant must not be related to any member of staff of that department or service location.</p> <p>Vaughan Public Libraries aspires to employ a staff that fully represents the diversity of the community we serve. Vaughan Public Libraries is committed to equity in its policies, practices, and programs, and we support diversity in our services to the public, our staff complement and in the work environment. All qualified individuals who would contribute to the further diversification of our organization are encouraged to apply.</p> <p>Vaughan Public Libraries is committed to the principles of the Accessibility for Ontarians with Disability Act (AODA). As such, we strive to make our recruitment, assessment, and selection process as accessible as possible and provide accommodations as required for applicants with disabilities. If you require any accommodations at any point during the application and hiring process, please contact vpjobs@vaughan.ca. Vaughan Public Libraries is also committed to ensuring that confidentiality is maintained throughout all aspects of the recruitment cycle.</p>