



<b>JOB TITLE:</b>	<b>JUNIOR NETWORK APPLICATION ANALYST</b> <b>Contract Position – 1 Year - #006466</b>
<b>PAY BAND:</b>	Grade E - \$28.511 - \$33.542 hourly (2010 rates)
<b>LOCATION:</b>	Electronic Library Services, Central Library Travel to conduct library business will be required
<b>SCHEDULE:</b>	35 hours per week; up to two (2) nights per week; includes Saturday and Sunday rotation. <b>Tentative start date: April 6, 2010 for a one year period.</b> Please be aware the selection process may involve any of interviews, test and presentations or any combination thereof.

## JOB SUMMARY:

Reports to the Manager, Electronic Services; is responsible for assisting with the development, administration and support of services within the following portfolios: network and domain administration, client computer configuration, application configuration and implementation, back-up, disaster recovery and database administration; Participates in general departmental activities including network and operational support

## JOB DUTIES:

Works in collaboration with other staff in Electronic Services; reports to Manager, Electronic Services

Assists in management of library domains

Liaises with City Network Support to ensure smooth functioning of library services including network, e-mail, wireless and other systems

Monitors and maintains server software and hardware

Liaises with third party staff for repair and support as required

Assists with management of the library's Virtual Server environment

Assists with maintenance of the library-wide anti-virus defence system

Liaises with City Network Services to maintain and update defenses, track virus detections and respond to issues and problems

Configures, monitors and enforces library-wide security policies

Assists with administration of Microsoft SQL Database systems

In relation to assessed business needs, evaluates and makes recommendations to ES Manager on new technologies, equipment, processes and standards for network and infrastructure hardware and software

Assists with the set-up and administration of 3<sup>rd</sup> Party applications

Collaborates on the planning, scheduling and purchasing of applications and technology; assists with preparation of Requests for Proposals and project plans; assists with the evaluation and development of solutions

Provides technical support to Library Staff through the Electronic Services Incident and Problem Management Teams

Liaises with staff and vendors, resolves problems, ensures network / system functionality, documents and communicates solutions and performs standard changes according to documented procedures

Participates in departmental functional teams and coordinates team work as assigned

On assigned applications and technology, prepares and maintains relevant and comprehensive documentation to enable effective help-line support and troubleshooting problems

Collaborates on cross-functional teams with Library and external staff

Maintains professional knowledge and awareness of best practices; participates in training sessions and staff meetings

Provides orientation related to network applications and demonstrates and instructs staff in the use of network resources

Performs other duties as assigned which are directly related to the major responsibilities of the job or as required by critical incidents

## **MINIMUM QUALIFICATIONS:**

### **Educational Requirements:**

Developed understanding of computer operating systems, communication and networking technologies and hardware equipment configuration normally acquired by attaining a **University Degree in Computer Science** or **College Diploma in Systems Administration** or an equivalent combination of education and relevant business experience

Additional Certification Preferred in ITIL, Microsoft and VMWare

### **Experience:**

Experience configuring and maintaining anti-virus software, intrusion detection systems and system monitoring software

Experience in application administration and support, preferably in a library environment

Possesses a valid Ontario driver's license and good driving record

### **Skills / Competencies:**

Demonstrates skill in communicating, presenting information, writing, consulting and active listening [COMMUNICATION]

Displays a strong commitment to service excellence, understands service objectives, recognizes diverse customer and work group needs and provides excellent customer service [CUSTOMER SERVICE FOCUS]

Analyzes and evaluates situations and issues, recognizes problems, anticipates consequences and develops and presents appropriate courses of action [JUDGEMENT]

Displays a commitment to continuous learning in order to remain current with the library's policies and procedures, relevant legislation, trends, best practices, new technologies and related general and job-specific knowledge [KNOWLEDGE]

Demonstrates proficiency in client and server operating systems, ability to work with Windows Server 2003 and Window XP and some knowledge of Linux and UNIX [JOB-SPECIFIC KNOWLEDGE]

Demonstrates proficiency in administering Windows Domains, Active Directory and DNS [JOB-SPECIFIC KNOWLEDGE]

Demonstrates working knowledge of protocols, and standards such as Ethernet, LAN, WAN, VoIP, DSL, TCP/IP, T1, 802.11x and Fibre Optics [JOB-SPECIFIC KNOWLEDGE]

Demonstrates knowledge of VMWare and server virtualization administration [JOB-SPECIFIC KNOWLEDGE]

Demonstrates working knowledge of relational database management system software and SQL (Structured Query Language) and ability to write, interpret and modify standard computer programming and scripting languages [JOB-SPECIFIC KNOWLEDGE]

Effectively relates to and engages others in the achievement of objectives, advocates for the role and mission of the library within the community and demonstrates team leadership, credibility, flexibility and good humour in a working environment characterized by change [LEADERSHIP]

Manages resources effectively through all stages of project planning and implementation [PROJECT MANAGEMENT]

Prioritizes activities and works effectively independently, as part of a team and leading others; sets and achieves or surpasses goals [RESULTS ORIENTATION]

### **Physical Requirements:**

Physical ability and stamina to operate relevant equipment, to retrieve materials and to perform tasks involving the lifting and movement of library materials and equipment

### **Legislative Requirements:**

Works in accordance with all applicable Occupational Health and Safety, Employment Standards, Human Rights, Labour Relations and Pay Equity legislation and all other relevant legislation

### **Organizational Requirements:**

Adheres to policy and legislation identified in the Hamilton Public Library Policy and Procedures Manuals