



Help Desk Technician

Temporary, Fulltime

July 2022

POSITION TITLE: Help Desk Technician
DEPARTMENT: Technology Services and Infrastructure
SUPERVISOR: Technology Services and Infrastructure Manager

The Northern Lights Library System acknowledges that our workplace is located on the traditional territories of the Treaty 6 First Nations and Métis People.

POSITION SUMMARY

Do you have a desire to innovate technology services for public libraries in rural Alberta? Northern Lights Library System is eagerly searching for a Help Desk Technician to help us support and grow the nearly 50 public libraries that we support each day.

The Help Desk Technician will be responsible for travelling to public libraries throughout Northeastern Alberta to provide on-site assistance as we work to upgrade our technological infrastructure through hardware inventory and network upgrades. When not on the road, the Help Desk Technician will assist in Help Desk functions; problem solving and working with curiosity to support our Member Libraires through first level technical support.

ABOUT US

At Northern Lights Library System, our libraries offer unlimited possibilities and inspiration to people of all ages to wonder, seek, discover, and share. Our libraries are community hubs that spark and ignite learning, discussion, innovation, and action. We do this by empowering our community and connecting them to ideas and experiences, inspiration, and insight. Serving an area of close to 175,000 people, we treasure our Small-Town Communities, while offering Big City Access.

QUALIFICATIONS

- High School diploma or GED, minimum
- Post-secondary education in Information Technology preferred
- Ability to provide effective customer service
- Excellent communication skills, both verbal and written
- Attention to detail
- Effective problem solving skills
- Valid class 5 drivers license



PHYSICAL REQUIREMENTS

Physical requirements of all positions at Northern lights Library System include lifting library materials and equipment, reaching to place materials on shelves, pushing and pulling book carts, and frequent standing, walking, kneeling, bending and exposure to dust.

BENEFITS:

- Salary: \$20.10/hour

EMPLOYMENT TERMS

- Hours of work: Monday - Friday, 8:30 - 4:30 (35 hours per week)
- This is an 8-week term position
- Start date is July 5, 2022
- Regular travel to libraries within Northern Lights Library System should be expected

HOW TO APPLY

We thank all who apply, however, only those selected for an interview will be contacted.

Please submit cover letter and resumes to the attention of:

Tim Kuelker

Technology Services and Infrastructure Manager, Northern Lights Library System
tkuelker@nlls.ab.ca