EMPLOYMENT STATUS:	**Temporary Contract (1-Year)**
HOURS:	**35 Hours Per Week (Monday – Friday, 8:30 – 4:30)**
DEPARTMENT:	**Technology Services and Infrastructure**
LOCATION:	**Elk Point, Alberta (Potential for Remote Work)**
SALARY:	**$47,728.35**

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 an IT Support Technician to help us manage the complete life-cycle of technologies used at the 49 public libraries that we support each day.

Reporting to the Manager, Technology Services and Infrastructure, the IT Support Technician will work cohesively with the Technology Serivces and Infrastructure team to configure, deploy, maintain, and troubleshoot a variety of technologies while working with curiosity to support our Member Libraires through Tier 2 technical support.

ABOUT US

The Northern Lights Library System (NLLS) is one of seven regional library systems across Alberta, helping deliver comprehensive, efficient library services to Albertans. Working together, NLLS libraries in Northeast Alberta are able to accomplish more than any single library could alone; offering unlimited possibilities and inspiration to people of all ages to wonder, seek, discover, and share. Serving an area of close to 175,000 people, we treasure our small town communities, while offering big city access.

RESPONSIBILTIES

- Provides Tier 2 technical support to staff members at Headquarters and Library locations through responding to help desk tickets by email, phone, and in-person
- Configures, maintains, and troubleshoots a variety of technologies within a robust Microsoft 365 environment
- Supports the online connectivity and security of Member Libraries through conducting basic network management tasks

- Travels to Member Libraries to install, diagnose, and/or troubleshoot equipment
- Monitors systems and resolves issues, proactively referring complex problems to the appropriate team members.
- Works with external parties coordinate the deployment and management of new technologies
- Contributes to the review, selection, and implementation of new hardware and software

EDUCATION

- Completion of a post-secondary diploma in computer science, information technology, or a related discipline
- Industry certifications (ex. Microsoft, CompTIA, FortiNet NSE) strongly preferred

KNOWLEDGE, SKILLS, + ABILITIES

- Ability to understand and operate NLLS computer systems, install computers and associated software, and perform basic diagnostics, troubleshooting, and maintenance of equipment and applications
- Significant knowledge of Microsoft products: Microsoft 365, Windows 10, and Active Directory / Azure
- Experience with FortiNet products preferred
- Intermediate knowledge of computer networking
- Excellent communication skills, both verbal and written
- Ability to prioritize tasks and work independently
- Valid Alberta driver license is required

EMPLOYMENT TERMS

- Anticipated start date of September 6, 2022
- Temporary Contract (1-Year)
- Flexible working arrangement with the option to work in our Elk Point, Alberta office or remotely from a location within Northeastern Alberta (incl. Edmonton area)
- Occasional travel to Member Libraries required

HOW TO APPLY

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

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