Job Posting

Milton Public Library is committed to inspiring through discovery, collaboration and creation. As one of the fastest-growing municipalities in North America, Milton Public Library (MPL) is an award-winning system focused on innovation. MPL empowers the community to: Read. Learn. Innovate. Connect.

Position: IT Technician

Status: Full-time (Permanent)

Salary Range: $65,603.25 - $83,465.30 (effective April 1, 2025)

Home Location: Main Branch

Position Summary

The IT Technician will provide technical support to both internal departments and patrons at MPL. This role is responsible for the day-to-day management of IT systems, including Active Directory administration, system patching, technical documentation, IT training, and security administration. Additionally, the IT Technician will install, maintain, and troubleshoot hardware to ensure optimal performance and reliability.

The IT Technician will travel regularly between the library branches and will work primarily afternoons, evenings and weekends to provide IT support to staff and patrons during operating hours.

Typical Duties and Responsibilities

Technical Support and Troubleshooting
- Provide timely support for IT-related issues, including hardware, software, and network connectivity for staff and patrons
- Assist patrons with technology-related inquiries, including accessing digital resources, using public computers, and operating library equipment (e.g., printers, scanners)
- Document and track support requests using a ticketing system

Equipment Maintenance and Management
- Perform routine maintenance on library technology, including public computers, staff workstations, and specialized devices (e.g., 3D printers, self-checkout machines)
- Install and update software, ensuring compatibility and security
- Assist in inventory management of IT assets

System Monitoring and Administration

- Monitor library network and system performance, escalating issues to senior leadership, IT staff or external support when necessary
- Maintain user accounts, groups, permissions and emails as directed by IT policies
- Support LAN & Wi-Fi connectivity and troubleshoot access issues for patrons and staff

Technology Training and Support
- Conduct basic training sessions for staff on using library technologies and new software applications
- Create and update how-to guides or FAQs for common IT tasks
- Collaborate with senior IT staff on implementing new technologies and digital services
- Provide input on improving technology services to enhance user experiences

Qualifications
- Degree or College Diploma specializing in Information Technology
- One year experience in an IT enterprise environment supporting Windows Desktop OS and Active Directory
- Experience with Windows, Linux, Unix, Microsoft Office suite
- Familiarity with ITIL principles
- Basic knowledge of computer hardware, software and networking concepts
- Experience with WSUS and patch automation, Office 365, Exchange, Intranet (One-Drive, SharePoint), Network Security and Printing
- Experience in SharePoint Administration and working with API is an asset
- Knowledge of HTML, PHP, SQL, WordPress
- CompTIA A+/Network+ or MCP (Microsoft Certified Professional) certification is preferred
- Advanced knowledge of Windows and macOS environments
- Experience with Office 365, and virtualization platforms
- Strong understanding of IT security practices and tools
- Excellent problem-solving, communication, and organizational skills
- Familiarity with integrated library systems (ILS) or similar applications is an asset

Application Process
Interested candidates are asked to submit a resume and covering letter indicating how they meet the qualifications of this position by 11:59 pm on April 21, 2025 quoting posting 25-03 to:

Human Resources
Email: careers@beinspired.ca

ONLY THOSE SELECTED FOR AN INTERVIEW WILL BE CONTACTED.
The Milton Public Library thanks all applicants for their interest, however, only those selected for an interview will be contacted. Personal information is collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act, RSO 1990, for recruitment purposes.
Questions about this collection of personal information should be directed to: Chief Librarian, Milton Public Library, 1010 Main Street East, Milton, ON, L9T 6H7

The Milton Public Library is pleased to accommodate individual needs in accordance with the Accessibility of Ontarians with Disabilities Act, 2005 (AODA), within our recruitment process. If you require accom1modation at any time throughout the recruitment process, please contact Human Resources at careers@beinspired.ca