



Ontario Library Service – North
Service des bibliothèques de l'Ontario – Nord

Job Posting

POSTING DATE: December 9, 2020

CLOSING DATE: January 6, 2021

DURATION: Permanent Part-Time (0.6 FTE)

JOB TITLE: JASI Support Analyst

Join our Team for a unique career opportunity.

Ontario Library Service - North is a transfer payment agency of the Ministry of Heritage, Sport, Tourism and Culture Industries. The agency is governed by a nine-member board, which receives its authority from the Public Libraries Act, the Corporations Act, and its Letters Patent.

The purpose of the Ontario Library Service North is to provide programs and services on behalf of the Ministry by:

1. Increasing cooperation and coordination among public library boards and other information providers in order to promote the provision of library services to the public.
2. Assisting public library boards by providing them with services and programs that reflect their needs, including consultation, training and development services.

Ontario Library Service – North and the Southern Ontario Library Service are currently undergoing amalgamation and will become the Ontario Library Service on April 1, 2021.

Rooted in a growth mindset, we hope that as you consider this opportunity with our Team, you will illustrate that you are an open contributor to growing not only your own professional career and expertise with us, but also bringing positive energy and innovation to spur the growth of the Ontario Library Service.

As the Ontario Library Service works to effectively serve our provinces' vast geography and unique public libraries we are seeking an individual with sound technical expertise, a capacity to explain highly technical information in easy to understand and digestible manners and is capable of processing a large volume of client requests in an efficient and effective manner. We are seeking a candidate who is dedicated to continual personal growth and learning in the service of our client libraries.

The core duties of this position are related to the Joint Automated Server Initiative (JASI), a consortium purchased integrated library system that serves over 100 public libraries in Ontario. The JASI Support Analyst provides technical support and the delivery of training through our JASI Helpdesk. Providing efficient, responsive and comprehensive service to our member libraries are the main priorities of this position.

ONTARIO LIBRARY SERVICE – NORTH

JOB INFORMATION

Job Title: JASI Support Analyst
Department: Innovation and Technology
Reports to: CEO
Job Grade: 6
Point Range: 651-750
Hours of Work: Part Time Permanent
42hrs / Bi-weekly
Location: May be required to report to Sudbury Office
Bargaining Unit: CUPE Local 4705

Purpose of the Position:

To ensure the effective operations of the provincial integrated library system - Joint Automated Server Initiative consortium to meet the needs of consortia members. Including designing and implementing training for clients and OLS – North staff, onboarding library systems and providing advanced trouble shooting techniques to provide technical and systems support in a professional and timely manner. In addition to the provision of technical support for JASI, Technology Advisors also provide high level technical support for the hosting of both client and OLS – North web pages.

Major Responsibilities and Accountabilities

Strategy and Planning:

- In collaboration with management and considering client input, works to identify, investigate and make recommendations on tools and approaches to improve JASI functioning.
- As a part of a team, works to implement approved tools and systems for improving and maintaining JASI client and systems support
- Stays current with ILS training and shows initiative to learn about new features and products related to JASI

Training and Technology Support:

- Oversees the onboarding of new consortia libraries including liaising with management regarding any add on items and pricing
- Supports the maintenance and software upgrades implemented by the JASI vendor, including providing support to clients to install and implement system changes and upgrades

- Designs and provides training and help desk support both in person and virtually as appropriate to client libraries in a timely manner using every interaction as an opportunity to cultivate a positive relationship with consortia members
- Monitors client and corporate website security; trouble shooting and communicating with management about potential and real security threats in a timely manner
- Assists in editing OLS – North website content on occasion as requested by management

Education / Experience

- Post-secondary diploma in a technology, computer or information management discipline
- Direct experience working with an Integrated Library System or similar software including trouble shooting, running reports and daily operations is an asset
- One to three years related work experience

Skills

- Technical know-how:
 - Demonstrates ability to quickly learn software packages and platforms
 - Understands the interrelationships and workflows of the various modules of the library's automation system (OPAC, circulation, cataloging, etc.)
 - Able to effectively troubleshoot ILS hardware and software problems for technologies supported by OLS - North for clients and OLS – North staff
 - Designs, utilize and train consortia members on the use of standard and custom reports to support consortia library operations and data collection for the Annual Survey of Public Libraries
 - Plans for and implements ILS software upgrades
 - Uses organization's ticket tracking software to maintain a log of client tickets, system failures and technical help inquires
 - Establishes procedures to ensure current backups and regular updates to JASI; schedules overnight procedures and processes
- Customer service:
 - Responds quickly and professionally, conducting a service interview to clarify the client's specific need
 - Demonstrates empathy with client(s) and clearly explains the process being used to solve the client's issue
 - Refers client queries efficiently and appropriately
 - Follows through on all queries within an agreed-to timeframe

- Communication:
 - Presents ideas in a manner that is clear and concise, with an appropriate level of enthusiasm
 - Checks with listeners to ensure a message has been received and comprehended as intended
 - Writes and speaks clearly, logically and concisely
 - Demonstrates the technical skills and protocol for communicating electronically
 - Develops effective working relationships with others involved with JASI, including internal staff, consortia members, JASI Steering Committee and ILS vendor support team members

- Training:
 - Conveys knowledge of how to use technology-related tools and applications to a broad range of people, gearing the training to each individual's level of understanding and choosing the most appropriate format for delivery

- Team collaboration:
 - Fosters an inclusive, affirming and respectful climate for communication
 - Contributes constructively to the achievement of the team's goals and objectives
 - Acts as a resource to others, and willingly seeks information from team members, sharing information and collaborating to improve the team's ability to meet milestones and goals

- Problem-solving and decision-making:
 - Applies strategies to isolate, identify and articulate technical issues
 - Carefully weighs the information available to solve problems

- Work Ethic and Personal Accountability
 - Practices time management and punctuality
 - Acts with moral integrity and is known to be reliable and dependable
 - Accepts responsibility for actions and work performance
 - Organizes and prioritizes work to accomplish multiple objectives effectively and efficiently
 - Strives to be successful in completing assignments and overall work performance
 - Seeks challenging work and new opportunities
 - Ability to assesses challenges and know when to reach out for help from a colleague or manager to assist in addressing issues or concerns in a timely manner

Please apply to the undersigned with a complete resume by 4:00 p.m.
January 6, 2021

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Ontario Library Service North supports the principles of the Accessibility for Ontarians with Disabilities Act (AODA). Pursuant to AODA requirements, accommodations for disabilities are available to applicants who are invited to an interview and who request individual accommodation during the recruitment process.

We thank all applicants for their interest, but only those considered for an interview will be contacted.