Application Support Technician

Parkland Regional Library System is currently accepting applications for the position of **Application Support Technician**.

This position works within the I.T. department to ensure that library staff receive positive, timely, and proficient support with website content, software applications, and other technology. This position reports directly to the Manager of Technology Infrastructure.

Knowledge, Skills, and Abilities:

- A Library Technician diploma or diploma in a technology related field or equivalent skills and experience.
- Perform website administration and content updates. This will include creating web forms, generating statistical reports, and training.
- Provide troubleshooting and support to library staff for the Polaris Integrated Library System. Includes learning about processes, reports, system administration, etc.
- Assisting the I.T. team with implementing, upgrading, or maintaining software and hardware technology. This will include replacing computers and peripherals, installing new software, onsite library visits, routine software and hardware updates, etc.
- Works closely with other departments where necessary to achieve organizational goals.
- Provides administrative support to ensure efficient operations within the I.T. department.
- Patience, politeness, thoroughness, and organizational skills are necessary in order to achieve an excellent level of service to library staff throughout the Parkland region.

Expectations:

- The salary range for this position is $57,440 - $76,383 along with a generous compensation package and office space.
- Employees are expected to work in the office, Monday to Friday. This a not remote work position.
- This position requires travel to member libraries; a valid driver's license is required. Parkland provided vehicles are available to staff.

About Us:

Parkland Regional Library System is headquartered in Lacombe, a peaceful community just north of Red Deer with easy access to Edmonton, Calgary, and the Rocky Mountains. We provide leadership, learning, and support to 49 public libraries in central Alberta.

To Apply:

Interested candidates should email their cover letter and resume to Tim Spark at tspark@prl.ab.ca.

Review of applicants will begin immediately and the competition will remain open until the position is filled. We thank all applicants but only those selected for an interview will be contacted.