



# NEW WESTMINSTER

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## Position Vacancy: Public Technology Assistant (Library Assistant 2)

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*Great City, Great Work, Great Future!*

DEPARTMENT:	<b>Library</b>	STATUS:	<b>Regular Part-time</b>
NO. OF POSITIONS:	<b>Two</b>	UNION:	<b>CUPE, Local 387</b>
HOURS OF WORK:	<b>19 hours/week</b>	SALARY:	<b>\$24.36 - \$28.54 per hour plus benefits (compensation to be reviewed)</b>

### Position Title: Public Technology Assistant

The New Westminister Public Library has an exciting opportunity for tech savvy Public Technology Assistants. Under the Supervision of the Library Assistant III, the regular part-time Public Technology Assistant provides front-line customer service in the iConnect Center. The primary functions of this role include providing excellent customer service in technology support and learning through group and one-on-one training to our patrons; troubleshooting, maintaining, and supporting the digital conversion stations and equipment used throughout the iConnect Center (photocopiers, eBook devices, tablets, microfilm readers, etc.); troubleshooting and engaging in group and individual learning opportunities on library and BYOD devices, consumer software, and library eResource in a patient and personable manner; supporting outreach and community activities of the library. Additional elements of the position include answering basic informational questions, assisting with meeting room management providing assistance with the local history collection, periodicals, and other Second Floor collections. Other duties may include, assisting other staff with tasks related to the Second Floor collections or office management, library events, or general library duties. If this position resonates with you and you have a passion for technology and passion to share your knowledge with our Library patrons, we would love to hear from you.

Hours of work for Position #1 are: Thursdays 1 – 9pm, Fridays 1 – 6pm, and Saturdays 10 – 6pm.  
Hours of work for Position #2 are: Sundays 12 – 5pm, Mondays 1 – 9pm, and Tuesdays 1 – 9pm.

### Requirements include:

- Completion of Grade 12; plus the completion of a related post-secondary certificate/diploma program is desirable.
- Course work in technology and/or library studies desirable.
- Experience or coursework in adult education desirable.
- Minimum of one year experience technology customer service and/or public library setting.
- Experience with STEAM programming will be an asset.
- Possess outstanding customer service skills.
- Experience in delivering presentations and public speaking.
- A genuine interest, comfort, and passion for learning, exploring, keeping current with trends, and in assisting the public in using consumer and emerging technologies.
- Demonstrated ability to deliver interactive, tailored, personable, and welcoming one-on-one technology help and group learning sessions.
- Excellent communication skills, including the ability to work effectively, patiently, and courteously with a wide range of customers and other employees.
- Self-motivated and able to work independently as well as part of a team.
- Demonstrated ability and confidence using a wide range of computer hardware including PCs, tablets and laptops, and software, including MS. Office Suite products, Adobe Suite, digital conversation and creation equipment/software, and library databases; Horizon and BiblioCommons experience desirable.
- Ability to pass and maintain a Police Information/Vulnerable Sector Check.

***\*Hours of work are scheduled on an annual basis but revised as needed. Successful applicants are eligible for additional hours to assist with desk coverage as needed.***

Apply by submitting your application as a single pdf document quoting **competition #19-93, by 4pm on Aug. 1, 2019** to the New Westminister Public Library at [resumes@nwpl.ca](mailto:resumes@nwpl.ca).

*The City of New Westminister welcomes diversity and encourages applications from all qualified individuals. We thank all applicants for their interest and advise that only those selected for an interview will be contacted. This position is only open to those legally entitled to work in Canada*