Job Posting: Help Desk Specialist (Tier 1)

Location: Anywhere in BC
Type of position: Permanent, Full-time, Remote work
Compensation: $43,133.00 per year
Closing date: May 23, 2022

About us

The BC Libraries Cooperative (BCLC) is a mission-driven non-profit cooperative that helps libraries help people.

Our 200+ members include public and post-secondary libraries and institutions across Canada. We provide libraries and related organizations with the services, cost savings, and support they need to do great work in their communities. We provide a number of online services for our members which include a focus on using open-source technology and systems, as well as expanding work in the field of accessible publishing that supports people in Canada with print disabilities.

The BCLC has a distributed workforce of over 40 people working across three time zones.

For a detailed overview of our work at the BCLC see: https://bc.libraries.coop/about/

About the role

The BC Libraries Cooperative is seeking an entry-level Help Desk Specialist (Tier 1) for full-time (1.0 FTE) employment as a member of our Co-op Support team.

Reporting to the Co-op Support – Operational Lead, this position will primarily provide Tier 1 support for Sitka's Evergreen, Libpress, Licensing and NNELS services to staff at our member libraries.

The Help Desk Specialist (Tier 1) will be responsible for:

- Providing front line customer support to member library questions primarily for Sitka's Evergreen, LibPress, Licensing and NNELS services. This involves staffing a toll-free support line and responding to Request Tracker (RT) ticketing system inquiries between the hours of 9:00 am - 4:00 pm Pacific Time, Monday to Friday;
- Responding professionally and promptly by providing needed answers, documentation, and troubleshooting tips, whether by telephone or in writing;
- Researching technical support problems using RT (Request Tracker), the Co-op's ticket tracking program and knowledge base or other appropriate resources
- Managing RT ticket queues, including: assigning tickets to the appropriate Co-op staff person, assigning priority to incoming tickets based on predetermined criteria, coding tickets appropriately for statistical and research purposes, etc.
- Participating in weekly team calls regarding support questions and project planning;
- Contributing to the improvement of technical support workflows by demonstrating and sharing creative problem-solving techniques, tools, and process management ideas.
- Liaising regularly with staff supporting Sitka's Evergreen, LibPress, Licensing and NNELS services to ensure Tier 1 support service is meeting member needs

Requirements

The candidate must reside in British Columbia and be available to work Monday-Friday 9am-5pm or 8am-4pm Pacific time. The Co-op is a "bring your own device (BYOD)" work environment. As such, employees are required to supply their own computing equipment and to ensure that the equipment is fit for the job. The candidate must also provide their own home office and high-speed internet connectivity.

Competencies and Qualifications

Required skills and experience:

- Library Technician Diploma or equivalent library qualifications and work experience
- Strong technical troubleshooting skills
- Demonstrated ability to clearly communicate technical information

- Strong verbal and written communication skills
- Customer or public service experience
- Experience with library workflows in circulation and cataloguing
- Ability to work collaboratively and positively with other team members in a distributed environment
- Ability to manage multiple, competing priorities with grace and good humour

Preferred, but not required:

- Experience with the Evergreen ILS and/or other ILS/LSP software
- Experience creating or maintaining WordPress websites, basic HTML or CSS skills
- Familiarity with services to people with print disabilities
- Experience working with public library, academic library or government library organizations
- Experience developing and delivering web-based or in-person training

Compensation package

- This is a full-time position (35 hours per week). The compensation is $43,133/yr.
- We encourage qualified applicants willing to work remotely from anywhere in B.C.
- After a satisfactory probation period, the successful candidate will be enrolled in the Municipal Pension Plan, a defined benefit pension plan
- After a satisfactory probation period, the successful candidate will be enrolled in an employer-paid extended medical and dental package for employees and their dependents that includes a health spending account.
- After a satisfactory probation period, the successful applicant will receive a $500 one-time stipend for home office needs.
- The BCLC has family friendly workplace policies including a generous annual vacation allotment (starting at four weeks and topping out at six weeks), a week's closure in late December and a flexible work culture that supports staff well-being.

Start date: July 4, 2022

How to apply:

Qualified applicants are invited to submit a cover letter and resume in PDF format to office@bc.libraries.coop with the email subject line "Help Desk Specialist" **no later than 5:00pm Pacific Time, Monday, May 23rd, 2022**

When submitting your application please name and save your attachments with your first and last name in the title, such as:

"FirstnameLastname Resume Help Desk Specialist.pdf" and "FirstnameLastname Cover Letter Help Desk Specialist.pdf".

Candidates must clearly indicate how they meet the position requirements.

We thank all applicants in advance, however only shortlisted candidates will be contacted.

Interviews will be held via teleconference in early June.

We are committed to creating a diverse, equitable and inclusive workforce. We encourage women, people of Indigenous ancestry, people of colour, LGBTQQIP2SAA individuals and members of other diverse communities to apply for careers with our organization.

All qualified candidates residing in British Columbia are encouraged to apply, however Canadians and permanent residents will be given priority.