



Web Services Support Specialist (Part-time)

We are currently seeking a Web Services Support Specialist (Part-time):

- **Location:** Anywhere in Western Canada (GMT -6 or -7)
- **Type of position:** Initially a 1-year contract with possibility for extension. **Part-time** (20 hours/week, ideally 5 x 4-hour days but negotiable), **Remote** (home office)
- **Compensation:** \$36-40K per year to start
- **Closing date:** November 15, 2024, at 11:59pm Pacific Time

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 several 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 Canada. 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 a Web Services Support Specialist for a part-time (20 hours/week) position.

The preferred start date is January 6, 2025, with an initial term of 12 months but with a strong possibility of renewal. Reporting to the Director, Systems, this position will primarily provide support for the Co-op's Wordpress-based library website platform, **LibPress**.

The Web Services Support Specialist will:

- Provide ongoing day-to-day support for libraries in managing their web sites, including escalating issues to other team members as needed.
- Monitoring support queues and responding to request tickets as needed.
- Help develop new LibPress sites when required.
- Assist libraries with the migration of their content to their new LibPress website, advising on best practices for information architecture and usability.
- Provide training sessions to new members and ongoing training to existing users.
- Develop support documentation and create screencasts.
- Work with members to help them understand their web analytics.
- Test features and report results as needed.
- Provide the Co-op's Director of Systems with monthly status reports and other reports, as required, and keep informed of progress and identified risks.
- As needed, work on standalone web projects.

Requirements

The candidate must reside in Western Canada (GMT +7-8). The position is currently for 20 hours/week, which ideally would be worked 4 hours/day during regular business hours, 8am-5pm Pacific time.

The Co-op is a "bring your own device (BYOD)" work environment. As such, employees must supply their own computing equipment and ensure it is fit for the job. The candidate must also provide their own home office and high-speed internet connectivity.

Competencies and Qualifications

This position requires a combination of technical skills and customer service, including:

- Strong customer service skills;
- Strong technical troubleshooting skills;
- Experience creating or maintaining WordPress websites;
- Intermediate HTML and CSS skills;
- Strong verbal and written communication skills and comfortable using English in a professional setting;

- Ability to manage stressful situations with humour and grace;
- Ability to work collaboratively and positively with individuals and groups in a distributed environment (team members do not all work in a single location);
- Experience working with public library, academic library or government library organizations is an asset;
- Experience in an online training role or developing and delivering web-based or online training is an asset;
- Experience with Microsoft 365 (including Word, Excel, Teams, Outlook, OneDrive, SharePoint) is an asset.

Compensation package

- This is a limited term part-time position (20 hours per week), with the possibility of extension or permanent status.
- The starting compensation range is \$36-40K/year.
- The successful candidate will receive a \$75 monthly Internet allowance.
- After 3 months, 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 of 6 months, the successful candidate will be enrolled in the Municipal Pension Plan, a defined benefit pension plan
- After a satisfactory probation period of 6 months, 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 wellbeing.

Start date: January 6, 2025, or sooner

How To Apply

To apply please submit a resume and cover letter in **PDF format** to office@bc.libraries.coop by November 15, 2024, at 11:59pm Pacific Time.

Please indicate your full contact info (phone, email and mailing address) somewhere in one of these two documents. We will follow up with shortlisted candidates only.

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

Interviews will be held virtually (via Microsoft Teams or Zoom) in the second half of November.

We are committed to creating a diverse, equitable and inclusive workforce. We encourage women, people of Indigenous ancestry, people of colour, LGBTQIP2SAA individuals and members of other diverse communities to apply for careers with our organization.

For more information about the BC Libraries Cooperative, please visit our website:
<https://bc.libraries.coop/>