



The Corporation of the County of Simcoe

Request for Expression of Interest

2010-011

SIMCOE MUSKOKA TECHNOLOGY PARTNERSHIP IT TECHNICIAN

The County of Simcoe Library Co-operative and its public library partners are seeking Expressions of Interest for the provision of an IT Technician to provide first level technical and analytical support and customer service to staff of nine (9) library systems (16 branches) for computer hardware, client support applications and network connectivity. The opportunity is a two year service contract and anticipates flexibility of the work schedule within a 35 hour weekly time allowance commencing March 1, 2010. Specific activities include the following, not listed in order of priority:

- Install, configure and maintain hardware and software for all partner libraries.
- Troubleshoot problems with computers, software, peripherals, switches, networks etc., and repair equipment or co-ordinate warranty repairs with appropriate vendors.
- Co-ordinate computer and network security and liaise with the lead applicant and/or the Simcoe County IT Department.
- Liaise with vendors and suppliers.
- Perform analysis of systems, research technical specifications and provide advice for systems planning.
- Conduct staff training sessions and provide advice regarding the proper use of hardware and software.
- Communicate effectively to users with varying levels of computer understanding. Translate complicated technical language into layperson terms for training purposes.
- Co-ordinate access to Knowledge Ontario resources.
- Develop and maintain hardware and software inventories.
- Develop and maintain site visit logs.
- Develop user documentation to support software application use.
- Maintain a high level of accountability through measurable outcomes.
- Comply with provincial, county and municipal Health and Safety legislation, regulations, policies and procedures.
- Maintain confidentiality under Municipal Freedom of Information and Protection of Privacy Act and all other related and applicable legislation.
- Perform other duties assigned by Supervisor.

Minimum requirements for interested respondents:

- College diploma or university degree in Information Technology or a related discipline and two (2) years of recent experience required.
- Extensive knowledge of computer operating systems, including Microsoft Windows and MAC OSX required.
- Extensive working knowledge of software applications including Microsoft Office and Adobe Suite required.
- Extensive experience using internet browsers required.
- Extensive experience with web site design required.
- Problem solving and critical thinking skills to diagnose and resolve problems
- Strong customer service skills.
- Ability to multitask, prioritize requests, and work independently with minimal supervision.
- Ability to communicate with and train users with varying levels of computer knowledge.
- Statistical analysis and technical writing skills required to document systems procedures, maintain logs, and prepare reports.
- Familiarity with specialized library software an asset.
- Familiarity with ebook downloading procedures and associated products (iPods, MP3 players etc.) an asset.
- Valid MTO drivers license with reliable insured motor vehicle and the ability to travel required.
- Successful Criminal and Vulnerable Sector check required.

Please submit no more than 5 pages outlining your skills and experience, references and a competitive hourly rate for consideration to:

Director, Procurement, Fleet and Property
The Corporation of the County of Simcoe
1110 Highway 26, Midhurst Ontario L0L 1X0
E-mail: tenders@simcoe.ca

Submissions will be accepted until 2:00 p.m., February 1, 2010.

We appreciate all inquiries however only those respondents selected for an interview will be contacted. The Owners may enter into contract negotiations as a result of this process.