

JOB PROFILE

Position Title:	Technology Analyst
Department:	University Library — Information Systems & Technology
Organization Code:	ULB009
Position Code:	P1893
Effective Date:	April 27,2018
CUPEU	Grade 11

A. OVERALL PURPOSE OF YOUR JOB

Purpose: The incumbent facilitates, mediates and ensures support for the Library’s use of technologies for services in teaching, learning, and research by working collaboratively with other IT professionals, librarians, faculty and library patrons.

Reporting relationship: The position reports to the Associate University Librarian, Information Systems and Technology or his delegate.

Accountability: The incumbent is accountable for the development, use, and support of technologies in the Library and acts as an intermediary between various stakeholders to identify needs and make recommendations for future developments and initiatives.

Position scope: The incumbent is responsible in assisting faculty, librarians and library patrons with the design and realization of their projects. The incumbent also provides technological training and instructional sessions to ensure that stakeholders are able to operate the provided equipment. S/he analyzes and assesses the needs of stakeholders, and works to develop effective and appropriate solutions as these needs change. S/he maintains professional appearance and attitude to conduct tours for visitors and collaborators internal and external to Concordia.

Judgment and autonomy: Under supervision, the incumbent exercises considerable autonomy in the preparation of protocols. He/she also exercises some latitude in instructing faculty, librarians and library patrons on matters related to the operation of the facilities and equipment. S/he receives detailed instructions on new matters and reports regularly on routine matters.

Working conditions and physical environment: The incumbent typically works in a laboratory or classroom setting and will be required to kneel, bend and climb on an “as needed” basis.

Quality and process: The incumbent manages and controls quality of process and products. He/she evaluates, proposes process changes, identifies risks, gaps, or conflicts, and recommends best suited course of action. S/he evaluates and recommends technologies to support the development of services. Reviews and recommends the process for accrediting users on relevant technologies. S/he keeps up to date and reports on new and emerging technologies.

B. MAJOR JOB RESPONSIBILITIES

Major Responsibilities	Importance	Frequency
Provide support and participate in the development, implementation and coordination of the Library's technology program and spaces; assisting students, faculty and colleagues in the use of these spaces for research, teaching, and learning	1	Daily
Participate in the design, development and implementation of visualization resources and services. Research, recommend and implement technologies for information/data visualization	1	Daily
Provide support and workshops to faculty, students and colleagues in the use of information/data visualization and digital media	1	Daily
Participate in and provide support to the Library's technology program such as, open data, digital media, digital signage/wayfinding and the Technology Sandbox.	1	Daily
Implement technical projects of varying scale under minimal supervision. Demonstrate initiative in solving unexpected problems associated with projects and daily work.	1	Daily
Participates in library planning, serves on library-wide committees and working groups.	1	Weekly
Identifies trends and makes suggestions for technical modifications to solve existing and anticipate future problems.	2	Monthly
Conduct tours for visitors and collaborators internal and external to Concordia.	2	As required
Research, recommends and implements appropriate technology upgrades and new purchases, as well as performing sourcing and purchasing	2	Ongoing
Recommend the most appropriate methodology for delivering equipment demonstrations and other technical training sessions.	2	As required
Coordinate routine maintenance needs performed by technicians, maintenance requiring routine assistance, and maintenance requiring outside vendor. Interacts with hardware and software vendors as appropriate to solve problems.	2	Daily
Act as a backup to other technology analysts and participate in managing the Visualization studio's reservation requests	1	Daily
Perform other duties as required in support of the operation of the unit.	3	As required

C. DECISION MAKING

Exercises judgment in preparing, recommending and implementing optimal protocols.
Determine the best course of action and methods to obtain information required for projects and reports.
Choose the best course of action to resolve problems.

D. EDUCATION AND EXPERIENCE REQUIRED

- Bachelor's degree in Computer Science, statistical sciences, Digital Media or in a field related to the position area and one to two years of experience in the areas of audiovisual technology and data visualization.

- Ability to engage with an academic user community and a commitment to creative, high-quality services and facilities
- Verbal and written communication skills in English (level 4)
- Strong interpersonal skills, flexibility, professionalism and maturity in order to excel in a team oriented, project based work environment.
- Ability to effectively communicate advanced technical information to a wide range of skill levels - from beginner to advanced
- Ability to develop and provide instruction (leading workshops)
- Demonstrated organizational, analytical, problem-solving, and planning skills; with the ability to manage multiple priorities and meet deadlines
- Comprehensive knowledge as demonstrated by an understanding and use of the principles, theories and practices pertinent in the area of responsibility.
- Experience with data collection, manipulation, and analysis; and demonstrated ability to develop visualizations using software such as WolframAlpha, Tableau, Excel, timeline & mapping software.
- Experience with visualization programming (e.g., Processing, R, D3.js).
- Knowledge of VR technologies and VR content creation
- Familiarity with digital media, graphics software and hardware
- Familiarity with interactive gesture and touch technologies.
- Quick thinker with the ability to resolve unexpected problems associated with projects and daily work
- Demonstrated ability to work cooperatively and to establish and maintain effective and positive relationships with colleagues, faculty, staff and students
- Ability to deal with ambiguity and adapt to rapid change

E. ASSETS

- Graduate Degree
- Experience with microcontrollers (such as Arduino, PIC, Atmel)
- Experience with one or more programming languages (e.g., Python, Java, C, C++, Max/MSP/Jitter).
- Basic spoken French
- Knowledge of a University environment and/or library setting.