POSITION POSTING
Web Support Specialist
Digital Initiatives
McGill Library

Posting Number: JR0000004516
Reporting To: Coordinator, Web Services & Library Technology
Ped: 186, level 14A
Hourly rate: $27.40 - $37.76
Position Type: Full-Time
Hours Per Week: 35 hours/week

Position Context:
Supports users by troubleshooting issues, performing web content management tasks, and providing training on select software systems and applications. Participates in the development of systems and services, bringing their direct experience of user issues to inform and support our user-centric design process.

Primary Responsibilities:
1) Supports users by troubleshooting issues, performing web content management tasks, and providing training on select software systems and applications.
2) Participates in the development of systems and services, bringing their direct experience of user issues to inform and support our user-centric design process.
3) Manages support requests and queries received by Digital Initiatives.
4) Provides support for all web services, escalating issues to developers or other specialists when necessary.
5) Collaborates with other members of the Digital Initiatives team and liaises with support staff in other departments or units to ensure that issues are resolved in a timely manner.
6) Provides training to Library staff and other clients on web services.
7) Assists the Coordinator, Web Services & Library Technology in the development and delivery of more advanced training workshops and presentations.
8) Provides ongoing consultation and assistance to workshop attendees.
9) Maintains and assists in the development of training materials such as slides, handouts, and screencasts. Maintains public web pages and internal documentation, both in printed form and on the web.
10) Collects and maintains usage statistics associated with websites and systems. Collaborates with and assists the Coordinator, Web Services & Library Technology in identifying potential improvements to web services offered by the Library.

11) Participates in the development of web services, assisting in the identification of user requirements as well as validating the various deliverables produced during the development process.

12) Maintains an active and up-to-date awareness of initiatives and offerings in area of expertise, and applies this knowledge to local work.

**Minimum Education & Experience:**
DEC III
Three (4) years' related experience

**Other Qualifying Skills And/Or Abilities:**
- Experience with core web technologies, especially HTML and CSS.
- Experience with content management systems, especially Drupal and WordPress.
- Basic knowledge of web standards (e.g., W3C, HTTP, accessibility).
- Familiarity with diagnosing common browser, server, and system-related errors.
- Demonstrated customer service skills.
- Excellent organizational and time management skills.
- Ability to learn quickly and independently.
- Creative and analytical thinking skills and good problem-solving ability.
- Graphic design and coding skills a plus.

**APPLICATION PROCEDURES**
Applications should address the above selection criteria, be accompanied by a letter of interest, curriculum vitae, and should be submitted by November 27, 2020, at https://mcgill.wd3.myworkdayjobs.com/en-US/mcgill_careers/job/McLennan-Library/Multimedia-Coordinator_JR0000004516

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McGill University hires on the basis of merit and is strongly committed to equity and diversity within its community. We welcome applications from racialized persons/visible minorities, women, Indigenous persons, persons with disabilities, ethnic minorities, and persons of minority sexual orientations and gender identities, as well as from all qualified candidates with the skills and knowledge to productively engage with diverse communities. McGill implements an
employment equity program and encourages members of designated groups to self-identify. Persons with disabilities who anticipate needing accommodations for any part of the application process may contact, in confidence, accessibilityrequest.hr@mcgill.ca or 514-398-3711.