

Job ID 43567

Faculty/Unit Western Libraries

Department User Experience, Western Libraries

Employee Group PMA - Professional and Managerial Association

Appointment Type Continuing

Appointment Status Regular Full-Time

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Classification & Regular Hours

Hours per Week: 35

Salary Grade: 15

The base salary will be \$70,560 - \$100,680 per annum. Starting salary will be aligned with the successful candidate's experience, skills, and demonstrated qualifications.

About Western

Since 1878, Western University has been committed to serving our communities through the pursuit of academic excellence and by providing students, faculty, and community members with life-long opportunities for intellectual, social, and cultural growth. We seek excellent students, faculty, and staff to join us in what has become known as the "Western Experience" - an opportunity to contribute to a better world through the development of new knowledge, new abilities, new connections, and new ways to make a difference.

About Us

Western Libraries provides the library and archival expertise and infrastructure – information resources, technology, people, and spaces – required to cultivate and mobilize knowledge, and accelerate excellence in teaching, research and scholarship.

Responsibilities

The Library Services Platform Administrator provides direct support to staff and indirect support to all the members of the Western University and greater community, who use the services provided by Western Libraries, either on or off campus. The role is responsible for the overall management, optimization, and continuous improvement of Western Libraries' core library services platform, ensuring reliable 24/7 access to critical systems that support research, teaching, and learning. The Administrator provides strategic and operational leadership in evaluating new system capabilities, implementing enhancements, and aligning platform functionality with evolving user and institutional needs.

The Library Services Platform Administrator acts as a key liaison across library teams, external partners, and vendors, fostering collaboration and ensuring effective communication, problem resolution, and system integration. In addition, the role leads staff training and development to maximize effective system use, while supporting the design of workflows and services that enhance access to information resources. Overall, the position plays a central role in maintaining a stable, high-performing platform while driving innovation and service excellence across Western Libraries.

Qualifications

Education:

- Undergraduate Degree in a related field (e.g. Information Systems, Library Sciences, or Computer Science)
- Alma Administration Certification or willingness to complete within 6 months of commencement in the role
- Primo VE Administration Certification or willingness to complete within 6 months of commencement in the role

Experience:

- 5 years' experience in libraries in a variety of roles, including front line service and activities related to the 'systems' function
- Experience with systems administration and technical troubleshooting, including monitoring system performance, managing configurations, and resolving issues in a timely manner
- Experience with creating electronic services via the web (e.g. explanations of complex services, forms for providing electronic services)
- Experience with designing and delivering staff training in a library setting
- Experience with Alma/Primo systems
- Experience in a large academic library preferred
- Experience with Leganto, RapidILL, and Rialto systems preferred

Knowledge, Skills & Abilities:

- Demonstrated knowledge of library services platforms and their underlying structures, including configuration, system tables, and how they support front-line library operations
- Strong analytical and problem-solving skills, with the ability to assess complex technical and service-related issues and develop effective solutions or recommendations
- Project management skills, with the ability to plan, coordinate, and implement system changes, upgrades, and new initiatives involving multiple stakeholders
- Ability to design and deliver effective training and staff development programs, supporting user adoption of new systems, features, and workflows
- Strong communication and interpersonal skills, including the ability to convey complex technical information clearly and collaborate effectively across teams and institutions
- Proven ability to build and maintain collaborative relationships, including working with colleagues, committees, vendors, and external partners to support shared systems and services
- Ability to work effectively in a high-pressure, service-oriented environment, including responding to emergencies, shifting priorities, and ensuring continuity of critical services
- Strong organizational and time management skills, with the ability to prioritize competing demands and manage ongoing operational and project-based work
- Commitment to continuous learning and staying current with emerging technologies and best practices, particularly in academic library systems and services
- Client service skills to understand customer needs and expectations, with a desire to deliver helpful and reliable service to the University community
- Ability and willingness to employ a consultative and collaborative approach to addressing issues and making decisions
- Ability to remain highly motivated, resilient, innovative, and collaborative when faced with challenges
- Influential interpersonal skills that build positive and strong relationships at all levels of the organization
- Familiarity with University policies and procedures preferred
- Ability to work within a flexible schedule and/or respond to after-hours emergencies

Western Values Diversity

The University invites applications from all qualified individuals. Western is committed to employment equity and diversity in the workplace and welcomes applications from women, members of racialized groups/visible minorities, Indigenous persons, persons with disabilities, persons of any sexual orientation, and persons of any gender identity or gender expression.

Accommodations are available for applicants with disabilities throughout the recruitment process. If you require accommodations for interviews or other meetings, please [contact Human Resources](#) or phone 519-661-2194.

Please Note:

This position is an existing vacancy. This position is fully in-person, on-site. We thank all applicants for their interest; however, only those chosen for an interview will be contacted.