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Data Support Specialist

Date Posted: 01/09/2024**Req ID:** 35599**Faculty/Division:** Library**Department:** Map and Data Library**Campus:** St. George (Downtown Toronto)

Description:

About Us:

The University of Toronto Libraries system is the largest academic library in Canada and is consistently ranked in the top ten among academic research libraries in North America. The system consists of 40 libraries located on three university campuses: St. George, Mississauga, and Scarborough. This array of college libraries, special collections, and specialized libraries and information centres supports the teaching and research requirements of over 300 graduate programs, more than 70 professional programs, and about 700 undergraduate degree programs. In addition to more than 15 million volumes in 341 languages, the library system currently provides access to millions of electronic resources in various forms and over 31,000 linear metres of archival material. More than 150,000 new print volumes are acquired each year. The Libraries' data centre houses more than 500 servers with a storage capacity of 1.5 petabytes

Your Opportunity:

Reporting to the Head, Map & Data Library, the Data Support Specialist is responsible for providing technical support for data, equipment and software within the Map & Data Library (MDL). Consults with MDL staff and librarians to identify data, equipment, and software needs, and helps to plan and implement technical solutions. Diagnoses access and other technical problems related to the MDL websites, software and networks and refers and liaises with Information Technology Services (ITS) and Information Commons as required. Develops processes for managing, creating, and providing access to data collections and associated metadata. Provides support and instruction for data users at the University of Toronto. Creates and documents procedures. Assists with a variety of other service-related projects. Works independently in close collaboration with staff in the Map & Data Library, Information Technology Services, and Information Commons.

Duties and Responsibilities:**Systems & software support:**

Consults with MDL, ITS and IC staff on equipment, system and software requirements to support MDL services. Liases with MDL & ITS personnel to design and set up the MDL technical architectures. Provides specialized troubleshooting support for MDL staff and user workstations, and for licensed library datasets, solving problems or offering options on complex issues to ITS staff. Creates and maintains the MDL website. Participates in the evaluation, implementation and monitoring of new technologies, developments and procedures as pertains to data services.

Data processing & manipulation:

Processes, maintains, manipulates and creates datasets for dissemination through various data repositories and provides access to the data collections. Verifies data contents of MDL acquisitions. Supports the development of scripts and programs for statistical and geospatial software and the web using R, Python, SPSS command syntax, HTML, Javascript and other languages/applications on a variety of computing platforms including Linux, Windows and MacOS.

Metadata creation & management:

Writes and edits standardized metadata in various data ingestion and publishing tools such as , Borealis, etc. Assists with metadata migrations.

User consultations:

Provides in-depth consultation to users (faculty, students, and staff) on data requirements. Ensures that user requirements are accurately understood and met. Ensures that users are aware of data licensing restrictions.

Instruction support:

Supports librarians with data-related instruction. Develops and delivers training programs as part of instructional and software support services. Writes and updates a wide range of guides for library users.

Special projects:

Leads new library projects and is responsible for planning, organizing and coordinating activities. Performs duties such as assessing project requirements, developing and making recommendations to improve, extend and develop data services at the University of Toronto Libraries.

Other duties:

Performs other duties related to the qualifications and requirements of the job.

Qualifications (Minimum):**Formal Education:**

- University degree with related experience analyzing and manipulating statistical, spatial and/or textual data or equivalent combination of education and experience required.

Experience:

- Five years of related experience working in a research or academic setting required.
- Demonstrated experience working with computer hardware and software for data analysis.
- Demonstrated experience analyzing statistical, spatial and/or textual data is required. Experience conducting and/or supporting quantitative and/or qualitative research in an academic environment is desired.
- Demonstrated experience in providing specialized customer assistance, particularly in computer-based information retrieval, is required.
- Demonstrated experience in the use of client/server computer systems, computer storage media, computer networks and web authoring tools and programming languages is required.
- Demonstrated experience writing scripts using languages such as R or Python.
- Experience in working with UNIX/Linux operations systems is desired.
- Public service and/or teaching experience an asset.
- Experience in or desire to work in a busy public service-oriented environment.
- Demonstrated awareness, sensitivity and commitment to the values of inclusivity, diversity and accessibility

Other Skills:

Superior skills in verbal and written communications are essential. Excellent analytical and problem-solving skills; ability to interpret questions and negotiate with clients to achieve mutually desired outcomes; excellent presentation skills; good internet and database search skills; demonstrated accuracy, attention to detail and ability to prioritize tasks. Ability to work independently and effectively with technology in a fast-paced environment while managing competing priorities; ability to develop clear, concise, accurate technical documentation; strong user-focused service orientation; evidence of initiative, innovation and flexibility to respond to workflow demands; ability to work cooperatively and effectively with supervisors and colleagues in a culturally diverse and rapidly changing environment; a willingness and ability to learn is essential.

Notes:

This position is currently restricted to members of the CUPE 1230 FT/PT Collective Agreement.

Closing Date: 01/17/2024, 11:59PM ET

Employee Group: CUPE 1230

Appointment Type: Budget - Continuing

Schedule:

Pay Scale Group & Hiring Zone: CUPE 1230 (1U) - Step 1: \$91,671 - Step 2: \$95,788 - Step 3: \$100,122

Job Category: Library Services

All qualified candidates are encouraged to apply; however, Canadians and permanent residents will be given priority.

Diversity Statement

The University of Toronto embraces Diversity and is building a culture of belonging that increases our capacity to effectively address and serve the interests of our global community. We strongly encourage applications from Indigenous Peoples, Black and racialized persons, women, persons with disabilities, and people of diverse sexual and gender identities. We value applicants who have demonstrated a commitment to equity, diversity and inclusion and recognize that diverse perspectives, experiences, and expertise are essential to strengthening our academic mission.

As part of your application, you will be asked to complete a brief Diversity Survey. This survey is voluntary. Any information directly related to you is confidential and cannot be accessed by search committees or human resources staff. Results will be aggregated for institutional planning purposes. For more information, please see <http://uoft.me/UP>.

Accessibility Statement

The University strives to be an equitable and inclusive community, and proactively seeks to increase diversity among its community members. Our values regarding equity and diversity are linked with our unwavering commitment to excellence in the pursuit of our academic mission.

The University is committed to the principles of the Accessibility for Ontarians with Disabilities Act (AODA). As such, we strive to make our recruitment, assessment and selection processes as accessible as possible and provide accommodations as required for applicants with disabilities.

If you require any accommodations at any point during the application and hiring process, please contact uoft.careers@utoronto.ca.

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