



The Library of Parliament is a non-partisan organization providing stimulating and rewarding work. We recognize that our employees are our most important asset and, as such, we offer excellent benefits, four weeks' vacation leave, learning opportunities to support professional and career development, competitive salaries, and more!

Our **Parliamentary Information and Research Service (PIRS)** provides high-quality, substantive and timely information, research and analysis to parliamentary committees, individual senators and members of the House of Commons, and parliamentary associations/delegations.

We are currently accepting applications for the position of **Business Application Support Coordinator**. The incumbent is responsible for providing front-line business application support and training to PIRS personnel. The incumbent is the resource person for first-level support for several applications, particularly the client request management system and workflow management in the electronic documents and records management system. The incumbent performs data entry, system administration and technical support for the system used to track research and reference requests.

Business Application Support Coordinator

Central Services and User Experience Section Parliamentary Information and Research Service

Determinate / Acting / Assignment / Secondment Position

Anticipatory Indeterminate Staffing

CGS-5 (\$55,639 - \$62,778)
(Bilingual staffing – imperative: CBC/CBC)

Our ideal candidates demonstrate the competencies listed in the [Clerical and Administrative Support Group \(sub-Group B\)](#).

For the purposes of this selection process, the following knowledge criteria will be evaluated:

- Knowledge of electronic records management processes
- Knowledge of software programs and business applications such as Excel, Word, Outlook and Open Text Content Server

To be considered, candidates must have:

- An acceptable combination of relevant education, training and experience
- Experience performing work that requires accuracy and attention to detail
- Experience working in an office or library
- Experience working with databases and common word processing, spreadsheet and email software such as MS Word, Excel and Outlook
- Experience providing training, support or technical assistance on a business application such as an electronic document management system, databases, spreadsheets or other office tool

Candidates retained in this selection process will be required to obtain:

- A successful second-language evaluation (Bilingual staffing – imperative: [CBC/CBC](#))
- A successful pre-employment screening

Additional Information:

- This selection process is open to the public and to employees of the Library of Parliament, the Senate, the House of Commons, the Office of the Senate Ethics Officer, the Office of the Conflict of Interest and Ethics Commissioner, the Parliamentary Protective Service, and the Office of the Parliamentary Budget Officer.
- This selection process will include a second-language evaluation, an interview and may include a written exam. The interview will consist of behavioural, situational and knowledge-based questions. Candidates will be required to pass each stage in order to move to the next stage of the selection process.
- Qualified candidates from this selection process may be considered for determinate or indeterminate positions at the Library of Parliament that require similar knowledge and/or competencies.
- Education and experience requirements will be used to determine which candidates will be asked to participate in the next stage of the selection process.
- Satisfactory references and proof of education are essential conditions of appointment.
- Travel and relocation expenses are the responsibility of the candidates.



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- The Library of Parliament is committed to employment equity.
- Preference will be given to Canadian citizens and to permanent residents who are legally able to work in Canada. Applicants who have a valid work permit may also be considered.

Apply no later than 27 May 2018 – 11:59 p.m. (Eastern Time).

To apply, please send us your curriculum vitae, along with a covering letter indicating how you meet each of the education and experience requirements of the position. Please quote **Staffing Process 18-LOP-26** in your documents and, if you apply by email, in the subject line of your email.

Send us your application:

By email: lopres@parl.gc.ca

By fax: 613-995-9582

By mail: 50 O'Connor Street
Library of Parliament
Human Resources Directorate
Ottawa, ON K1A 0A9

Questions? Contact Human Resources at 613-617-0943 or lopres@parl.gc.ca.

We thank all those who apply. Please note that only those selected for further consideration will be contacted.