



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, a minimum of 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 and delegations.

We are currently looking for candidates to staff the following position: **Business Application Support Coordinator**.

The **Business Application Support Coordinator** 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
PARLIAMENTARY INFORMATION AND RESEARCH SERVICE**

Indeterminate position

CGS-5 (\$58,755 – \$66,294)
(Bilingual staffing – imperative: CBC/CBC)

NOTE: This selection process will also be used to establish a pool of prequalified candidates that could be used to staff determinate and indeterminate positions at the Library of Parliament that require similar knowledge or competencies.

For the purposes of this selection process, the competencies listed in the attached Competency Profile will be evaluated.

The following knowledge criteria will also 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 may include a second-language evaluation, a written qualifying exam and an interview. 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.
- The Library of Parliament believes that the excellence for which it is known is enhanced by nurturing an inclusive workplace that embraces diversity, values differences and supports the full participation of all employees. The Library is

committed to creating and maintaining a diverse workforce reflecting the communities we live in and work in, the clients we work with, and Canadian society at large.

- 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 Sunday, 24 January 2021 – 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 20-LOP-280** in your documents and, if you apply by email, in the subject line of your email.

Send us your application:

By email: LOPCareers-CarrieresBDP@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 LOPCareers-CarrieresBDP@parl.gc.ca.

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