

POSITION DESCRIPTION

Technology and Systems Officer (POS1402)

Directorate:	Community & Culture	Department:	Library and Museum Services
Position Grade:	10	Reports to:	Team Leader Library Technology
Last review:	July 2019	Next review:	July 2021
		Version No.:	1.0

Position purpose:

To support staff and customers in accessing and utilising the library management system and other library information and communication technology including hardware, applications, e-services and training.

Key accountabilities/responsibilities:

Responsibilities include:

- 1) Implement and support the development of the Library's vision, mission and plans; deliver quality and customer focused IT & E-services to internal and external customers.
- 2) Implement and report on approved Work Program targets including key deliverables arising from the annual Library Strategic IT Plan and Budget.
- 3) Support consultations with management, specialist and branch staff and the community on information technology policies and priorities; and deliver Information Technology programs in line with consultation outcomes and standards outlined in the Library's Information Technology policy.
- 4) Support the Library Information Technology team to develop and deliver quality services to internal and external customers through participation in regular staff meetings and work reviews; annual work plans and support communications.
- 5) Implement and report on maintenance and operational processes of the Library Management system, according to agreed standards.
- 6) Provide advice, support and input into the development of the Library Strategic IT Plan and Budget.
- 7) Support the provision of e collections and e service by creating, editing upload of cataloguing records for digital resources into the library management system to approved standards.
- 8) Maintain records and support for library technology training resources. To enable effective usage across library service and program requirements.
- 9) Maintain and support the upgrade of Library IT services and systems and liaise with stakeholders to ensure effective and continuous library operations in line with an endorsed Business Continuity Plan.
- 10) Propose and implement effective solutions to issues in IT, E-services and Communications systems across the library program within agreed time-frames as negotiated with the Team Leader
- 11) Support the development and delivery of annual Information Technology Training programs for internal staff and external customers.
- 12) Perform other duties as required from time to time including provision of direct customer support as required across the library network including weekends and night shift work.
- 13) Implement Council's WHS policy and be aware of WHS issues.
- 14) Apply knowledge of equity, EEO, cultural diversity principles and ethical practices when dealing with staff and customers.

Decisions made in the position:

- 1) Maintenance and upgrade of IT system decisions.
- 2) General customer service decisions.

Decisions referred:

- 1) Work Plan projects and priorities
- 2) Program Policy and Procedure decisions.
- 3) Implementation of proposed changes to systems and new system decisions.
- 4) Matters requiring escalation.

Key issues/challenges:

- 1) Supporting continuous improvement in information technology services.
- 2) Effective team participation, co-ordination and liaison with specialist library staff in the provision of quality information technology services.
- 3) Supporting staff and customers engagement in identifying needs so as to provide relevant resources and information technology, including online resources, training and services.
- 4) Integration and co-ordination across library branches
- 5) Maintenance of library information technology systems
- 6) Development of innovative library information technology solutions
- 7) Providing quality customer services, training and communications
- 8) Ensuring that day-to-day duties are completed on a timely basis and that arranged deadlines are met.
- 9) Supporting the development, implementation and review of library policies and procedures.
- 10) Utilising resources within budget allocations and identifying potential cost savings through improving work processes and practices.

Key working relationships:

- Coordinator Support Information Services &
- Council IT Department
- Team Leader Systems

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POSITION SPECIFICATION

Whilst the criteria described below is indicative of the nature of this role, for the purpose of this hiring process please only address the selection criteria listed in the job application.

ESSENTIAL CRITERIA

Qualifications/Licences

- Diploma of Library/Information Services and/or Information Technology or equivalent.
- Class C Drivers Licence

Experience

- Demonstrated skills in working to deadlines and managing workload priorities
- Demonstrated experience with maintenance and support of library-based IT systems and E-services
- Proven ability to plan and deliver technology training
- Demonstrated ability to participate as an effective team member.
- Experience working in a public library and a customer service environment.

Knowledge and Skills

- Good written, verbal and interpersonal communication; Strong administration and customer service skills.
- Strong general IT knowledge and problem-solving skills
- Specialised knowledge of Library management systems, and application to circulation and collection activities.
- Good understanding of current library IT developments
- Good customer service skills
- Knowledge of Work Health and Safety practices, the principles of Equal Employment Opportunity, ethical practice and multicultural diversity

DESIRABLE CRITERIA

Qualifications/Licences/Experience/Knowledge and Skills

- Good understanding of public library environments
- Demonstrated experience in supporting the delivery of IT training
- Experience in implementing library management systems in a public library environment, knowledge of website editing platforms, and current trends in library technologies.

Our vision:

**Aspiring to do great things – for ourselves,
our community and our growing city.**

Our values:

Ambitious

Authentic

Collaborative

Courageous

Decisive

Generous