POSITION DESCRIPTION

Team Leader Library Technology (POS2311)

Directorate:	Community & Culture	**Department:**	Library and Museum Services
Position Grade:	14	**Reports to:**	Coord Support & Information Services
Last review:	July 2019	**Next review:** July 2020	**Version No.:** 1.0

Position purpose:

To proactively lead and co-ordinate Systems Support for staff and customers and oversee the planning, development and delivery of Library Information and Communication Technologies including hardware, software, e-services and training; and oversee the delivery of customer-focused technology to meet the needs of the library and Liverpool community.

Key accountabilities/responsibilities:

Responsible include:

1) Implementing and supporting the development of the Library's vision, mission and plans, and delivering quality and customer focused information technology services, including developing and promoting technology education programs to staff and members of the community.

2) Consulting management and users on current IT strategic priorities and, in co-ordination with Council's Information Technology Program, developing and delivering an annual Library Strategic IT Plan and Budget.

3) Leading and supporting Library Systems and E services staff to develop and deliver quality services to internal and external customers through regular staff meetings and work reviews, annual work plans and communications.

4) Reviewing, maintaining and reporting to the Co-ordinator Support & Information Services on the performance of the library management, e services and other technology systems and programs required for library operations. Including integration of multiple data sources into specialist information management systems

5) Responsible for the provision and promotion of e services, e collections and e learning with the support and assistance of the Library technology team.

6) In conjunction with Library management, negotiating, and implementing Service Level Agreements with Council's Information Technology Department to ensure effective delivery of corporate technology systems and programs.

7) Consulting and developing IT policies for approval by Library management and maintain system records to ensure effective business continuity and performance management.

8) Co-ordinating the maintenance of Library IT systems and liaising with stakeholders to ensure effective and continuous library operations in line with an endorsed Business Continuity Plan. Including the integration of multiple systems, e services and suppliers.

9) Evaluation and implementation of new technology and e services, that will enhance community access to library services, increase digital literacy skills and provide new opportunities for leisure and learning.

10) Planning, managing and delivering effective solutions to issues in IT and Communications systems across I the Liverpool Library Network within agreed time-frames as negotiated with the Manager Library & Museum Services and Co-ordinator Support & Information Services

11) Co-ordinating and reporting to the Co-ordinator Support & Information Services on the development and delivery of an annual Information Technology Training program for internal staff and external customers.

12) Performing other duties as required from time to time including provision of direct customer support as required across the library network including night shift and weekend work.

13) Implementing Council's WHS policy. Lead and support staff in addressing WHS issues in line with the policy.

14) Applying knowledge of equity, EEO, cultural diversity principles and ethical practices when dealing with staff and customers.

Decisions made in the position:

1) Approval of staff Work Plans and Review processes

2) Day to day administrative policies within the Library Systems team

3) Maintenance and upgrade of IT system decisions.

4) General customer service decisions.

Decisions referred:

1) Strategic IT Plan and Budget priorities

2) Business Continuity Plan

3) Program Policy and Procedure decisions.

4) Implementation of proposed changes to systems and new system decisions.

5) Annual Training Program and priorities

6) Matters requiring escalation.

Key issues/challenges:

1) Effective team leadership and staff co-ordination in the provision of quality technology services.

2) Engaging with staff and customers to identify needs so as to provide relevant resources and programs, including online resources, training and services.

3) Integrating and co-ordination across library branches

4) Maintaining and enhancing library Information technology systems

5) Developing innovative library Information technology solutions

6) Providing quality customer services, training and communications

7) Developing and updating library policies and procedures.

8) Utilising resources within budget allocations and identifying potential cost savings through improving work processes and practices.

9) Ensuring corporate integration with library IT systems

Key working relationships:

- Coordinator Support & Information Services
- Council IT Department

- Library Staff
- Community

- Manager Library & Museum Services
- Support and Information Services Team

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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

- Completion of degree or post graduate level Library and Information Studies, conferring eligibility for associate membership of the Australian Library and Information Association. Or relevant tertiary qualifications in a related discipline.
- Class C Drivers Licence

Experience

- Minimum 3 years' experience working in a public library and a customer service environment
- Developing and leading a team, including the support, supervision and training of staff
- Contributing and implementing strategic planning, development of business plans and service agreements
- Demonstrated experience with library-based IT systems
- Proven ability to evaluate and implement new technology and services, including change management and procedure development.
- Demonstrated experience in leading and delivering IT training

Knowledge and Skills

- Excellent written, verbal and interpersonal communication skills; Strong administration and planning skills.
- Advanced knowledge of Library Management Systems, digital technology, personal technology devices and corporate systems.
- Problem solving and project management skills
- Strategic planning and budget control
- Team building, leadership and negotiation skills
- Staff training, support and development skills
- Excellent understanding of current library IT developments
- 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 including the   development of public libraries and current trends and innovation in library services
- Network or IT qualifications or experience

Our vision:

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

Our values:

Ambitious

Authentic

Collaborative

Courageous

Decisive

Generous