



POSITION DESCRIPTION

POSITION TITLE:		Digital and IT Support Officer			
POSITION NO:		703712	CLASSIFICATION:		Band 4
DIVISION:		Community Wellbeing			
BRANCH:		Library Services			
UNIT:		Resource and Technology			
REPORTS TO:		Coordinator Resources and Technology			
POLICE CHECK REQUIRED:	Yes	WORKING WITH CHILDREN CHECK REQUIRED:	Yes	PRE-EMPLOYMENT MEDICAL REQUIRED:	Yes

Yarra City Council is committed to being a [child safe organisation](#) and supports flexible and accessible working arrangements for all.

This includes people with a disability, Aboriginal and Torres Strait Islanders, culturally, religiously and linguistically diverse people, young people, older people, women, and people who identify as gay, lesbian, bisexual, transgender, intersex or queer.

We draw pride and strength from our diversity, remain open to new approaches and actively foster an inclusive workplace that celebrates the contribution made by all our people.

POSITION OBJECTIVE

The library operates in a team environment in which the library management, library resource and technology and library community learning & partnerships teams work together to achieve the objectives and initiatives outlined in the library plan.

To achieve this objective the incumbent will:

- Perform a range of library operations that support customers in a self-service environment.
- Carry out day to day operations and functions relating to all Library Service IT systems to ensure reliability, continuity and a high quality service to customers and staff.

- Provide system administration support for IT systems and digital platforms used within the Library Service.
- Provide primary level support on hardware and software used within the Library Service.
- Assist and train library staff to perform basic information technology troubleshooting.
- Deliver programs/events to customers and assist library staff in delivering/preparing for programs
- Liaise with the Council ICT Team, public library networks, external vendors on technologies used within the Library Service.
- Deliver training to library customers and staff in applications, digital platforms and other information technologies used within the Library Services.
- Contribute to the achievement of Yarra Libraries' business strategy, vision and values.
- Provide proactive customer service in line with Yarra Libraries' strategy, standards and behaviours.

ORGANISATIONAL CONTEXT

Yarra Council seeks to foster an inclusive and dynamic community. It recognises that engaging in social and cultural activities enhances community belonging and well-being.

Yarra's suburbs have a rich and varied history which is reflected in the city's built form, natural environment and diverse population, which has a strong sense of community.

Lifelong learning and access to information and cultural resources has a place in the lives of all people, and Yarra Libraries has a valuable role to play in supporting our community as they learn, discover, imagine and engage.

Yarra Libraries is a dynamic public library service, providing a welcoming inclusive and stimulating environment where lifelong habits of learning and self-expression are encouraged, a love of reading is nurtured, and where library users can meet their educational, information and recreational needs.

Yarra Libraries Vision is Connect Discover Inspire.

Yarra Libraries Mission as indicated in the Yarra Libraries Strategic Plan 2017–20 is: To provide a place for all people to connect with others, discover new things and find inspiration, both within the library walls and beyond.

Yarra Libraries sits within the Community Wellbeing Directorate and is responsible for the provision and management of public library services to the community, through five static libraries at Carlton, Collingwood, Fitzroy, Bargoonga Nganjin North Fitzroy and Richmond, and a virtual presence online (at <https://library.yarracity.vic.gov.au/>).

The library service employs staff within the three core functional areas including Administrative Support, Resource and Technology; and Community Learning and Partnerships.

ORGANISATIONAL RELATIONSHIPS

Position reports to:	Coordinator Resources and Technology
Position supervises:	Not applicable
Internal Relationships:	Yarra Library Staff Yarra Innovation and Information Services Team Other internal Council staff
External Relationships:	Yarra Libraries members City of Yarra residents Suppliers & contractors Industry professionals

KEY RESPONSIBILITY AREAS AND DUTIES

1. Information Technology

- Provide support on the library PCs and peripherals (e.g. printer/copiers, receipts printers, external hard drives etc.).
- Provide support on hardware used with third party products (e.g. Self-Check Stations, RFID equipment, etc.)
- Provide support to staff and customers on mobile device technology. (E.g. iPads, eReaders etc.).
- Provide support on other technologies within the library (phones, cash registers, EFTPOS machine etc.
- Liaise with Councils IS team on the day to day operational issues relating to IT Systems used in the library.
- Liaise with third party vendors in relation to forward request for support, resolve issues in order to ensure problems are promptly resolved.
- Support the implementation of new LMS features and third party products that enhance the customer service experience.
- Contribute to the planning and implementation of upgrades to software/hardware to minimise downtime of IT systems.
- Submit and monitor requests to Council IS Team for issues relating to Council IT systems reported by the library team.
- Ability to travel between library branches at short notice.
- Maintain and update library digital technologies.

2. Customer Service

Provide pro-active customer service and support across Yarra Libraries by:

- performing a range of rostered library operations that support customers in a self-service environment based on a high level of knowledge of library products and services including circulation and collection maintenance duties
- Provision of courteous and accurate information and reference services to library users and to promote library services and programs to users.
- Dealing with enquiries in a proactive, effective and timely manner
- Providing customers with information relating to the collections and services offered by Yarra Libraries
- Effectively communicate and follow up with other employees in meeting the specific needs and expectations of customers as required.
- Effectively implementing Yarra Libraries policies and procedures.

- Participate in the development and delivery of activities and programs that support community learning

3. Training

- Provide training and written guides for staff and customers around IT systems and technology (Internet, catalogue, databases, wireless, iPads, tablets etc.)
- Update and maintain training materials, signage and other resources relevant to technology and systems

4. Continuous Improvement

Contribute to the continuous improvement and development of Yarra Libraries by participating in the following regular and ongoing activities as required:

- training programs
- team meetings
- meetings with specific Team Leader/Coordinator
- professional networks, seminars/ workshops as required

5. The ability to work across all Yarra Libraries branches, and on evenings and weekends.

6. The incumbent is willing to undertake other duties as required.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

This position may supervise resources, other employees or groups of employees and provide advice to, or regulate clients, and give support to more senior employees. The freedom to act in this role is governed by clear objectives, Library standards, procedures and frequent prior consultation with more senior staff and a regular reporting mechanism to ensure adherence to plans.

Safety & Risk

- Minimise risk to self and others and support safe work practices through adherence to legislative requirements and Council policies and procedures
- Report any matters which may impact on the safety of Council employees, community members, or Council assets and equipment.
- Yarra City Council is committed to prioritising and promoting child safety. We adhere to the Victorian Child Safe Standards as legislated in the Child, Wellbeing and Safety Act 2005 and have robust policies and procedures in order to meet this commitment.

Sustainability

Embrace the following Sustaining Yarra principles through day to day work:

- Protecting the Future
- Protecting the Environment
- Economic Viability
- Continuous Improvement
- Social Equity
- Cultural Vitality
- Community Development

- Integrated Approach

Yarra Values

Behave according to the following values which underpin our efforts to build a service based culture based on positive relationships with colleagues and the community:

- Teamwork
- Integrity
- Respect
- Accountability
- Innovation

JUDGMENT AND DECISION MAKING

As a Digital and IT Support Officer, the objective of the work is to provide IT support within a specific Library context, however the particular method or process used will normally be selectable from a range of available alternatives, but could be sourced through relevant experience and knowledge. Guidance and advice will usually be available within the time required to make a decision.

SPECIALIST KNOWLEDGE AND SKILLS

- Knowledge of the administration of IT operating systems.
- Excellent knowledge of Microsoft products including, the Microsoft Office Suite, and Internet and Windows environments are required.
- Experience in the use of PCs, operating systems, applications, network and communication technologies.
- Ability to develop and deliver I.T. Training to staff and customers.
- Demonstrated ability in the use of corporate technology including systems such as library management databases, finance, intranets and websites.
- Ability to define and maintain high levels of customer service.
- A thorough understanding of the role and function of public libraries in the community and how they contribute to lifelong learning.
- An understanding of public library issues and trends in relation to technology and the delivery of resources to the community.

MANAGEMENT SKILLS

- Skills in managing time, setting priorities and planning and organising own work, and in appropriate circumstances, that of other employees, so as to achieve specific and set objectives in the most efficient way possible, within the resources available and within a set timetable.
- Ability to retain the confidentiality of all Council business.
- Achieve individual and organisational goals in accordance with the expectations of Management and Council.
- Ability to formulate and recommend improvements to the administrative management of the Branch, including procedures, systems and processes.

INTERPERSONAL SKILLS

- Excellent customer service skills
- Ability to write reports in their field of expertise and to prepare external correspondence.
- Demonstrate sound communication skills including the ability to discern (internal or external) customer needs and communicate appropriate resolutions to questions or problems.
- Ability to communicate effectively and gain the cooperation and assistance of staff and contractors at all levels of the branch and organization both in person and over the phone.
- Demonstrated ability work independently and as part of a team.
- Excellent verbal, presentation and written communication skills.
- Ability to discuss and resolve problems.

MULTISKILLING

The incumbent of this position may be directed by the Manager Library Services, to carry out other duties as are within the limits of the employee's skill, competence and training, provided such duties do not promote a narrowing of the employee's skill base.

QUALIFICATIONS AND EXPERIENCE

A relevant tertiary qualification in Information Technology or Library and Information Management with relevant experience in supporting the delivery of Information Technology services and training programs.

Previous experience in public libraries or similar environment will be highly regarded.

KEY SELECTION CRITERIA

1. Relevant tertiary qualifications in Information Technology or Library and Information Management with relevant experience in supporting IT services in a customer service environment
2. Experience in providing first level IT support for PCs, operating systems, applications, network and communication technologies.
3. Experience in providing excellent customer service face to face and over the phone.
4. Ability to effectively deliver IT training to staff and customers.
5. Well-developed investigative, analytical and problem solving skills.
6. Ability to assess priorities and manage competing deadlines both independently and as a member of a team.