

## POSITION DESCRIPTION

<b>Position Title</b>	Library Applications Administrator		
<b>Organisational Unit</b>	Libraries Directorate		
<b>Functional Unit</b>	Resources & Access		
<b>Nominated Supervisor</b>	Senior Library Systems Coordinator		
<b>Higher Education Worker (HEW) Level</b>	HEW 6	<b>Campus/Location</b>	National
<b>CDF Achievement Level</b>	1 All Staff	<b>Work Area Position Code</b>	12710
<b>Employment Type</b>	Part-time, Continuing	<b>Date reviewed</b>	September 2017

## ABOUT AUSTRALIAN CATHOLIC UNIVERSITY

**Mission Statement:** *Within the Catholic intellectual tradition and acting in Truth and Love, Australian Catholic University is committed to the pursuit of knowledge, the dignity of the human person and the common good.*

At ACU we pride ourselves on offering a welcoming environment for everyone. At the same time, we are a university committed to standing for something clear. We stand up for people in need and causes that matter. ACU's Mission is central to the University and informs every area – integrating the dignity of the human person, the common good, and ethical and social justice considerations into our core activities of student learning and teaching, research and service.

We are a publicly-funded university which has grown rapidly over the past few years. We're young, but we are making our mark: ranking among the top universities worldwide. We have got seven campuses around Australia, more than 200 partner universities on six continents, and a campus in Rome, Italy.

We know that our people make us a university like no other. It's your values, action and passion that makes the difference. Whatever role you may play in our organisation: it's what you do that defines who we are.

We value staff, offering excellent leave and employment conditions, and foster work environments where they have the ability grow and develop. We continue to invest in our facilities and workplaces, and actively involve staff in shaping the future direction of the organisation.

In order to be agents of change in the world, we all need to see life through the eyes of others. We believe that our role as a university is to inspire and equip people to make a difference – and that means cultivating their ability to act and think empathetically.

We hope that you might champion these values, and work with us to create a place of learning that is not only the envy of the world, but the making of it.

The structure to support this complex and national University consists of:

- Provost and Deputy Vice-Chancellor (Academic)
- Chief Operating Officer & Deputy Vice-Chancellor (Administration)
- Deputy Vice-Chancellor (Research)
- Deputy Vice-Chancellor (Education and Innovation)
- Deputy Vice-Chancellor (Coordination)
- Vice President

Each portfolio consists of a number of Faculties, Research Institutes or Directorates. The Vice President drives both the Identity and the [Mission](#) of the University. In addition, five Associate Vice-Chancellors and Campus Deans focus on the University's local presence and development of the University at the local 'campus' level.

## ABOUT THE EDUCATION AND INNOVATION PORTFOLIO

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The Education and Innovation portfolio is responsible for strategy and programs in the University that centre on students, learning and teaching and the staff responsible for program and service delivery.

The Deputy Vice-Chancellor (Education and Innovation), supports the Vice-Chancellor in providing leadership to: First Peoples and Equity Pathways, Library, Learning and Teaching Centre, Office of Student Success, Student Strategies, Strategic Partnerships and Executive Education, ACU College, Advancement and Alumni.

## ABOUT THE LIBRARIES DIRECTORATE

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Australian Catholic University Library has a major presence on six of the University's campuses and serves a range of client groups with varying information and access requirements including students, staff, reciprocal borrowers and community borrowers.

The Library's mission is to enable and enrich the teaching, learning and research endeavours of the University by delivering flexible access to extensive and relevant information resources and by providing quality services and facilities.

Our vision for the library service is to have:

- **Resource provision** and access that is coordinated and futures-oriented, and that finds integrated and innovative solutions to optimise the effectiveness of the available resource base.
- **Strong partnerships** with Australian Catholic University's teaching, learning and research community to make a direct contribution to the educational mission of the University.
- **Staff** members who, by building on their professional expertise, provide an exemplary service that demonstrates a commitment to meeting the individual and collective information needs of clients.
- **Management practices and operations** that embody a commitment to Quality Assurance principles and are attuned to the changing needs of the University.
- **Technological and physical infrastructure developments** that better enable the provision of flexible and responsive access to services and resources into the future.

For further information on the Library, including its policies, consult the ACU Library website:

<http://library.acu.edu.au>

## POSITION PURPOSE

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Apply professional and technical skills to the ongoing implementation, configuration, maintenance and development of complex Library systems including Library's library management system, discovery interfaces, reading list software, proxy services and project work as required.

## POSITION RESPONSIBILITIES

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### Introduction

A number of frameworks and standards express the University's expectations of the conduct, capability, participation and contribution of staff. These are listed below:

- ACU Strategic Plan 2015-2020
- Catholic Identity and Mission
- ACU Capability Development Framework
- Higher Education Standards Framework
- ACU Service Principles
- ACU Staff Enterprise Agreement including provisions in relation to Performance Excellence

The [Capability Development Framework](#) in particular is important in understanding the core competencies needed in all ACU staff to achieve the University's strategy and supports its mission.

## Key responsibilities

Key responsibilities specific to this position	Relevant Core Competences ( <a href="#">Capability Development Framework</a> )	Scope of contribution to the University			
		Within the work unit or team	School or Campus	Faculty or Directorate	Across the University
Contribute to the ongoing management, configuration and maintenance of the library management system and discovery interface.	<ul style="list-style-type: none"> <li>Know ACU Work Processes and Systems</li> <li>Apply Commercial Acumen</li> </ul>				✓
Provide technical support, advice and training to Library staff members relating to the library management system, discovery interface and other business management systems.	<ul style="list-style-type: none"> <li>Deliver Stakeholder Centric Service</li> </ul>			✓	
Contribute to the enhancement and testing of complex library systems, including their integration with various ACU and external third party sand external systems.	<ul style="list-style-type: none"> <li>Know ACU Work Processes and Systems</li> <li>Be Responsible and Accountable for Achieving Excellence</li> </ul>				✓
Administer and troubleshoot Library software systems and platforms. Provide a timely response to reports of issues and other queries from colleagues across the Libraries Directorate and University.	<ul style="list-style-type: none"> <li>Collaborate Effectively</li> <li>Make Informed Decisions</li> <li>Communicate with Impact</li> </ul>				✓
Assist the Senior Library Systems Coordinator in the ongoing development of the discovery layer user interface using best practice methodologies with an emphasis on accessibility, usability and quality user experience.	<ul style="list-style-type: none"> <li>Be Responsible and Accountable for Achieving Excellence</li> <li>Deliver Stakeholder Centric Service</li> </ul>			✓	

Key responsibilities specific to this position	Relevant Core Competences ( <a href="#">Capability Development Framework</a> )	Scope of contribution to the University			
		Within the work unit or team	School or Campus	Faculty or Directorate	Across the University
Collaborate with colleagues to deliver high quality systems and services to library users in line with Library and University strategic directions.	<ul style="list-style-type: none"> <li>• Collaborate Effectively</li> <li>• Deliver Stakeholder Centric Service</li> <li>• Achieving Excellence</li> </ul>			✓	
Participate in projects as required.	<ul style="list-style-type: none"> <li>• Collaborate Effectively</li> </ul>			✓	

## HOW THE ROLE OPERATES

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### Key Challenges and Problem Solving

- Collaborate with internal and external stakeholders in contributing to the integration of locally developed and third-party systems and applications with the Library Management System.
- Provide support, training and advice to ACU staff and students across a range of IT and Library technologies.
- Troubleshoot Library system issues in a timely manner, both individually and in collaboration with system vendors, other team members and other stakeholders, to develop effective solutions.
- Maintain current documentation and procedures related to Library systems in a way that other team members can use the documentation independently to do their work.
- Comply with University wide information technology procedures and standards.
- Develop and maintain good working relationships and flexible ways of working to meet changing priorities and developments in library systems and services.

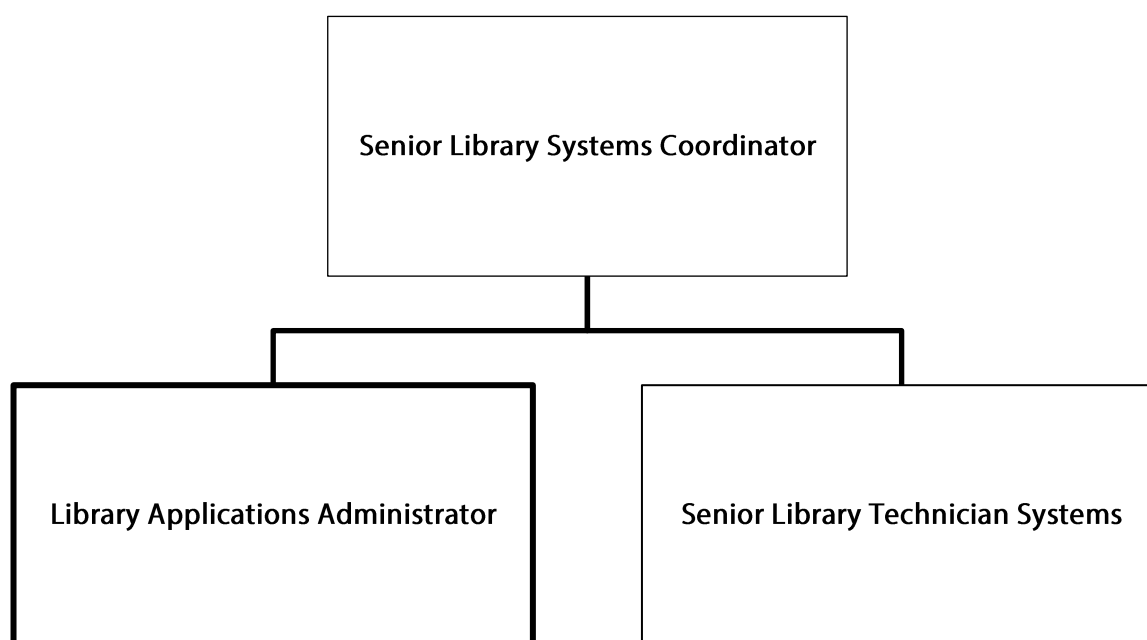
### Decision Making / Authority to Act

- The position holder works with general direction and while expected to work within specified processes and best practice standards is encouraged to use professional judgement in setting priorities, solving technical problems and delivering solutions that address operational and project needs. Performance is checked when the task is complete.
- The position holder is expected to respond to complex enquiries with the solutions often requiring an integrated response involving input from other directorates or faculties or external organisations.

### Communication / Working Relationships

- The position holder is required to build strong and effective, collaborative relationships with Library colleagues and IT staff, particularly Operations and Service Delivery.
- The position holder is required to communicate with professionals from other universities and relevant external organisations to share knowledge and skills.

## Reporting Relationships



For further information about structure of the University refer to the [organisation chart](#).

## SELECTION CRITERIA

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### Qualifications, skills, knowledge and experience

1.	A degree with a major component in information studies, computing or an equivalent combination of relevant experience in IT support and/or education/training.
2.	Experience in supporting and configuring library systems. Ex Libris Alma Certification an advantage.
3.	Proven high level of conceptual, analytical and innovative problem-solving skills.
4.	Demonstrated ability to identify client needs and expectations and provide flexible and responsive service.
5.	Highly developed interpersonal skills in order to liaise and consult effectively with a wide range of people with differing requirements within and beyond the University community.
6.	Demonstrated effective communication, oral and written, as well as presentation and training skills.

### Core Competencies (as per the [Capability Development Framework](#))

7.	Demonstrate confidence and courage in achieving ACU's Mission, Vision and Values by connecting the purpose of one's work to ACU's Mission, Vision and Values.
8.	An ability to take personal accountability for achieving high quality outcomes, keeping stakeholder interests at the core of business decisions in order to achieve organisational objectives and service excellence. See the <a href="#">ACU Service Principles</a> .

### Other attributes

9.	Demonstrated commitment to cultural diversity and ethical practice principles and demonstrated knowledge of equal employment opportunity and workplace health and safety, appropriate to the level of the appointment.
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