

Position Description

Position Title:	Library Technology Specialist
Directorate:	City Wide Services
Service Unit:	Libraries and Learning
Salary Point:	11
Position Reports To:	Coordinator Library Systems and Projects
Staff Management:	Yes
Budget Responsibility:	No
Date PD Reviewed:	March 2020

Organisation Context of Position

The City of Newcastle employs over 900 staff and is responsible for a local government area of 187km². Newcastle has a population of 148,000 and is the business and cultural centre of the Hunter region, home to over 620,000 people. In the heart of the Hunter Region, CN has a variety of locations across the City and encompasses 5 Directorates:

- Governance
- Strategy and Engagement
- People and Culture
- Infrastructure and Property
- City Wide Services

The purpose of the City Wide Services Directorate is to:

- Ensure CN's range of services and servicing for the community and visitors is consistently maintained at a high level throughout and across CN.
- Facilitate a high level of community connection across and on behalf of CN.
- Ensure services are set at a level that is clearly articulated to the elected CN and which are financially sustainable.
- Set a benchmark for the organisation of exemplary customer service.

The Service Units and Elements that form the City Wide Services Directorate are:

- Art Gallery (Service Element)
- Museum (Service Element)
- Civic Services
- Libraries & Learning
- Customer Service
- Waste Services
- Parks & Recreation

Workplace Health & Safety	
WHS RAA Level	Level 6
For specific WHS Responsibilities, Authorities & Accountabilities applicable to this position, the position holder will refer to the WHS Responsibilities, Authorities & Accountabilities matrix in the WH&S Management System. The person accepting the position will be required to sign off that they have received and understood their WHS Responsibilities, Authorities & Accountabilities.	

Position Responsibilities

The role of Library Technology Specialist is integral to supporting the delivery of library improvement projects, seamless integration of library systems, online platforms and hardware. Supporting the service to harness the data collected via our various systems will be a key outcome in addition to providing technical support for library hardware and public network infrastructure; 3D printers and equipment used to deliver programs and events and promote digital inclusion and literacy within the Community.

All Library personnel have a shared responsibility to deliver high quality, customer service across ten Library service points at nine different branch locations. All Library positions, therefore, include a prescribed level of customer service shifts across a 6 day (Mon-Sat), day and evening roster.

The position provides exceptional Library customer service at one or more of these locations and will:

- Actively contribute to the delivery of actions and objectives within the Library Strategy, City of Newcastle Smart City Strategy and the Newcastle 2030 Community Strategic Plan.
- Deliver, manage and respond to a wide range of information and support requests requiring lateral thinking and excellent knowledge of information systems and modern library technologies.
- Support the Library service through the delivery and management of our core systems including troubleshooting, maintenance, enhancement projects and vendor management
- Resolve and manage issues with Library hardware, public network and associated software within contract agreements and delegations.
- Take a key role in the collection, analysis and reporting of library data and business intelligence including trends, usage, visitation, online access and program/event attendance statistics
- Promote upskilling and ongoing training of Library staff through facilitating face to face training as well as mentoring, coaching, documentation and publishing of troubleshooting processes.
- Assist customers and staff with the use of technologies, library facilities and in the location and selection of information.
- Support the library service to deliver a seamless user experience across online interfaces and be a champion of continual improvement and innovation in this area.
- Research and promote emerging technologies, platforms, data management practices and reference resources to ensure current best practice
- Demonstrate personal drive and integrity, commitment to delivery and a positive and balanced approach to work, self-awareness and a commitment to ongoing personal development.
- Ensure the accurate and safe handling of cash in accordance with all council policies and allocated timeframes.
- Supervise and direct the regular service delivery teams comprising of permanent, part-time, casual, volunteers, work experience and externally contracted staff in direct frontline library services.

- Undertake a range of frontline service duties incorporating rostered evenings and weekend work at any Newcastle Region Library branch.
- Ensure Council's Work Health & Safety System is implemented within work programs and procedures.
- Any other accountabilities or duties as directed by Supervisor / Manager which are within the employee's skill, competence and training.

Position Selection Criteria

Essential

1. Tertiary qualification in Information Technology or another relevant discipline; or extensive relevant experience in IT, Library or another related field
2. Evidence of strong technical networking infrastructure knowledge and troubleshooting experience
3. Experience in managing and implementing computer software systems and sound working knowledge of the systems and functions of all the key systems that apply to the contemporary library service
4. Successful documentation of procedures and user guides
5. Experience using SQL, ability to perform data analytics and experience delivering high quality data reporting
6. Sound knowledge of open source technology integration
7. Demonstrated customer focus and well-developed interpersonal and problem-solving skills with experience undertaking projects to improve UX and UI in a range of settings
8. Knowledge and experience of managing AV technologies and software
9. Demonstrated ability to learn, work independently and manage competing priorities
10. Proven ability to lead and supervise a high-performance multidisciplinary team
11. Current Working With Children Check

Desirable:

1. Experience in developing and writing code
2. Sound working knowledge of AutoCAD and 3D printing design software and hardware maintenance
3. Experience in design thinking and agile project management methodologies