Position Title:	Library Technology Lead
Position Number:	P0667
Purpose of Position	To proactively manage and coordinate systems support for staff and customers through the planning, development and delivery of Library Information and Communication Technologies including hardware, software, e-services, and training. Oversee the delivery of customer-focused technology to meet the needs of the library and Ku-ring-gai community.

To ensure that the Library Management System and other library-related software and technology-based systems are functional, relevant, and available. |
| **Grade of Position:** | **Band 5**

Provides a professional advisory role both internally and externally. This position may manage several major projects or sections within a department. |
Hours of Work:	35 hours per week over 7 days including evening and weekends as rostered
Department:	Community
Section:	Library Services
Position Reports to:	Library Futures and Technology Coordinator
Number Supervised:	1-4
Approved by:	Director Community
Date: February 2021

CONTACTS

Key Contacts Within Department

- Library Futures and Technology Team
- Library Experience Team
- Programs & Marketing Team

Key Contacts in Other Departments

- IT
- Finance
- Communications & Customer Service
- Building Services

Key Contacts Outside Council

- Library Management System Providers
- Suppliers and service providers
- Other libraries
- Relevant professional networks

Budget Allocation: **$10,000**

EMPLOYEE DECLARATION

I will comply with the requirements of this Position Description.

Name:

………………………………………………………….

Signature:

………………………………………………………….

Date: …………………………

GENERIC OUTPUTS OF POSITION

- **Comply with WHS Legislation, Policies and Procedures**
  - Maintain a high standard of housekeeping and a safe work area
  - Identify and report all Hazards for your area
  - Wear required Personal Protective Equipment (PPE)
  - Participate in the development and review of Risk Assessments
  - Adhere to control measures and safe systems of work
  - Report all Incidents and Near Misses
  - Meet reporting timeframes
  - Comply with the Return-to-Work Program

- **Comply with EEO and Anti-discrimination Legislation, Policies & Procedures**
  - Act to prevent workplace harassment, discrimination, and bullying
  - Report known incidents of workplace harassment, discrimination, and bullying

- **Comply with Council's Code of Conduct and Values**
  - Comply with Council's Statement of Business Ethics
  - Behave ethically and transparently
  - Contribute towards the achievement of Council's strategic plans
  - Lead by example
  - Support sustainable programs and activities
  - Learn and comply with Council's strategies, policies, and procedures
  - Act with care for the local environment and community
  - Take responsibility for your actions
  - Care for Council's people, assets, and finances
  - Use and maintain Council's corporate systems

- **Comply with Document Storage Legislation and Procedures**
  - Store and maintain corporate records in Council's electronic document records management system in accordance with relevant standards, procedures, and the State Records Act

- **Perform as a Team Member**
  - Productively contribute to the outcomes of work teams
  - Work cooperatively with team members and supervisor
  - Maintain an attendance record that contributes positively to team productivity
  - Carry out allocated tasks to standards required
  - Use good judgement and problem-solving skills
  - Obey all lawful instructions
  - Attend and positively contribute to team meetings
  - Work cooperatively to achieve Work Plan timeframes and measures
  - Regularly review with supervisor own performance against required outcomes
  - Complete an annual performance assessment and objective setting

- **Complete required learning and development programs**
  - Learn and share knowledge
  - Complete induction/re-induction program
  - Complete job-specific training programs
  - Complete relevant legislative-based training
  - Apply learning, knowledge, and skills to enhance team performance

- **Comply with Council's Customer Service Policy and Standards**
  - Be accessible and provide customers with clear and accurate information
  - Deliver timely, punctual, and reliable service to customers
  - Communicate with customers in a professional and courteous manner
  - Maintain a good flow of communication with customers
  - Manage customer enquiries, records, and complaints
  - Complete all paperwork and on-line recording within required time limits
  - Maintain a high standard of personal grooming and hygiene

- **Maintain Workplace Security**
  - Adhere to procedures for accessing and securing premises, keys, plant, vehicles, equipment, information, and cash

ESSENTIAL CRITERIA TO BE ADDRESSED IN YOUR APPLICATION

1. Required Qualifications/Certificates

- Degree or Tertiary qualification in Information Technology
- Current Working with Children Check (for Paid workers)

2. Required Experience

- Demonstrated interest, experience, and expertise in the application of technology for the delivery of high-level community focussed services including digital technology, personal technology devices and corporate systems
- Demonstrated project management experience, including successful delivery of major technology change projects
- Proven ability to evaluate and implement new technology and service including change management with positive leadership and procedure development
- Excellent written, verbal, and interpersonal communication skills; Strong administration and planning skills

3. Knowledge and Skills

- Demonstrated relevant experience in a role requiring a similar skill set
- Demonstrated experience in IT related technologies, software tools and products
- Well-developed interpersonal skills with demonstrated ability to work in a team environment, contributing to a positive work environment with a strong focus on provision of quality customer service
- Demonstrated negotiation skills with vendors and monitoring of vendor performance
- Demonstrated analytical, time management, organizational and creative problem-solving skills
- Knowledge of Work Health and Safety practices, the principles of Equal Employment Opportunity and ethical practice principles

4. Desirable

- Demonstrated experience in the development and delivery of high-quality training programs to both customers and staff
- Experience with public library systems

OPERATIONAL OUTPUTS OF PERSON IN POSITION

- Develop and maintain effective relationships with Council IT for optimum use of the Library Management System and other library-oriented technologies.
- Assist with the coordination, management, and implementation of Information Technology across the Library Network within agreed timeframes as negotiated with the Library Management and Council IT.
- Provide technical and practical support to internal and external customers relating to systems issues, connectivity, and content training.
- Review, maintain, and report to Library Management on the performance of technology used by the Library Service.
- Liaise with external contractors/vendors to ensure standard and quality of services are maintained.
- Provide support in upskilling library staff in their understanding, use and promotion of library systems, technologies, and eService's provision.
- Evaluation and implementation of new technology and eService's that will enhance community access to resources.
- Contribute to the continuous improvement of technology skills of internal and external stakeholders.
- Review work practices with a view to continuous improvement. Contribute to development, production, and maintenance of relevant procedure manuals.
- Actively provide technical support for activities and programs.
- Perform and respond to other duties as directed by the unit Manager to achieve the objectives of the position and fulfil its accountabilities.
- Duties include moving boxes and files, furniture, and equipment for set up and storage, meetings and training, activities, and events. These are undertaken in accordance with safe manual handling techniques.
- Working as required at any branch of the Ku-ring-gai Library Service.