

Melton City Council

Library Technology and Systems Officer

Position Description

PD: 00398

A vibrant, safe and liveable
City accessible to all

1. Position details

Position Title	Library Technology and Systems Officer
Directorate	City Life
Service Unit/ Department	Libraries and Learning
Position Classification	Band 5
Enterprise Agreement	Melton City Council Enterprise Agreement No 9 2019 or any successor enterprise agreement.

2. Organisational relationships

Reports to	Coordinator Library Activation and Learning
Supervises	Volunteers, Library staff when rostered
Internal liaisons	<ul style="list-style-type: none">• Library and council staff• Information Services Staff
External liaisons	<ul style="list-style-type: none">• Library network special interest groups• General Public, Library Users and Community Groups• IT and Systems suppliers, vendors, and service providers

3. Our Organisation

1. Council Values

Our Values; Vibrant Melton or **M**otivate, **E**mpower, **L**ead, **T**rust **O**pen and **N**urture represent how we behave and operate in all our interactions with community and each other. At Melton City Council our diversity is our strength. We foster an inclusive workplace where everyone, regardless of who they are or what they do for our organisation, is equally involved and supported in all areas of Council.

2. Occupational Health and Safety

Each employee has the right to a safe working environment and should advise their Manager/ Supervisor of any risk or condition which could result in accident or injury. Each employee is responsible for their own health and safety; to adhere to Melton City Council procedures, participate in appropriate safety education and evaluation activities.

3. Melton City Council Policies and Procedures

Our policies and procedures are set out in various documents located throughout the organisation and electronically on the intranet. It is the responsibility of each employee to familiarise themselves with these policies, procedures, including our Employee Code of Conduct.

4. Child Safe Environment

Melton City Council is committed to being a child safe organisation and has Zero tolerance for child abuse. Melton City Council is committed to creating and maintaining a child safe organisation where protecting children and preventing and responding to child abuse is at the centre of our everyday thinking and service delivery. It is the responsibility of each employee to familiarise themselves with the Child Safe policy and procedure, including the Child Safe Code of Conduct.



5. General Information

The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

4. Position objectives

- To enhance library customer experience by identifying and developing innovative and reliable systems and technology across the library service.
- To provide an effective and responsive information technology support service for libraries through maintenance and improvement of library information technology infrastructure, systems, creative technologies, and public access equipment.

5. Key responsibility areas

- Develop, maintain, and monitor technology and systems across the library service, including hardware and software, public access technology and devices, print management solutions and RFID equipment.
- Provide network administration and technical support to ensure effective, reliable, and secure operation of the library computer network, internet services, cloud services and software systems.
- Provide first level information technology support for staff and customers across the library service, escalating issues as appropriate.
- Proactively administer the purchasing and decommissioning of library hardware and software, maintaining asset lists and records that comply with Council requirements.
- Develop and maintain procedural and architectural documentation of the current state of library information technology resources and services and infrastructure topology, in line with Council requirements.
- Deliver local system administration and be a champion for the Library Management System, in liaison with the Library Systems Support Technician and the system administrator.
- As a library customer service shift supervisor, provide leadership to staff in the delivery of high-quality customer service across the library service to ensure customers have a positive experience characterised by active engagement.
- Participate in rostered library customer service shifts at library facilities or outreach points and proactively engage with customers to maximise their use of resources, equipment, technology, and online platforms.
- Support the maintenance of the online library catalogue interface, website, and digital platforms.

6. Accountability and extent of authority

- Under the guidance of the Coordinator, plan, maintain and evaluate the delivery of technology, network, and software systems, across the library service.
- Accountable for timely and responsive delivery of technical support, reports and system upgrades as scheduled.
- Authority to resolve information technology issues relating to library systems and public access equipment, escalating more complex issues to Information Services staff as required.
- Authority to develop system upgrade plans and proposals for area of responsibility that align with established library priorities and in consultation with the Coordinator.

- Accountable for supervision of staff, resolving customer service issues, and smooth operation the library facility when rostered as the customer service shift supervisor.
- Responsible for library facility opening and closing procedures as rostered.
- Operate within library procedures and guidelines, Council policies and under the provisions of relevant Acts, regulations, codes, standards and policies.

7. Judgement and decision making

- Develop innovative approaches, methods and processes utilising relevant knowledge and experience.
- Ability to problem solve information technology issues and escalate as appropriate with Information Services or external vendors.
- Resolve issues regarding the updating and maintenance of library technology, systems and public access equipment, using standard procedures and guidelines.
- Decisions regarding delivery of Information Technology projects and network administration must be made in direct consultation with the Coordinator.
- Make decisions on the day-to-day operation of the library, customer information enquiries, and troubleshooting of equipment and technology.
- Ability to identify and resolve problems using standard procedures and guidelines and provide recommendations within scope of expertise, though guidance and advice is usually available or may be sought from external vendors.
- Provide input into policies, plans and procedures for the library service relevant to area of responsibility.

8. Specialist skills and knowledge

- Sound ability to understand the policies and procedures of the library service.
- Demonstrated knowledge and skills in the use of Microsoft Office applications, online library resources, eBooks, library apps, databases, and equipment such as computers, laptops, tablets and mobile devices.
- Well-developed knowledge of and ability to provide an information technology support service.
- Demonstrated understanding of local computer networks, including operating systems, desktop applications, network infrastructure, peripherals, server applications and security systems.
- Sound understanding of Library Management System operation and administration.
- Knowledge of and ability to use technology applications, WYSIWYG website editors, HTML and CSS code to customise library user interfaces.
- Ability to analyse trends, data, and reports on industry best practice to improve library service delivery within areas of responsibility.

9. Management skills

- Ability to effectively lead staff when rostered as shift supervisor.
- Liaise with and supervise contractors and system vendors undertaking support tasks.
- Ability to effectively manage and plan own time, establish priorities, set and achieve short- and long-term goals for self in accordance with team and organisational objectives.



- Sound supervisory skills and ability to prioritise workflows and resolve customer issues in a busy customer service environment.
- Ability to supervise and provide support to staff with training or implementation of policies and procedures.
- Ensure OH&S and other legislative requirements are met in relation to the work for all areas within the responsibility of the position.

10. Interpersonal skills

- Demonstrated customer service skills with the ability to confidently and actively engage with customers to discuss and resolve issues and problem behaviour.
- Sound communication skills with the ability to develop rapport and work effectively with a broad range of stakeholders from diverse backgrounds, including staff, general public, service providers, industry networks, and Council service units.
- Excellent written and verbal skills with the ability to produce plans and procedures for area of responsibility and represent Council at appropriate industry special interest groups.
- Ability to work in a team environment and gain cooperation from staff and members of the public.
- Good facilitation skills with the ability to deliver learning programs, particularly in relation to technology training for employees or customers.
- Demonstrated ability to effectively communicate and work constructively with technology service providers and vendors.

11. Qualifications and experience

- Tertiary qualification in Information Technology, Network Administration or Library Studies together with experience, or lesser qualification in related field together with relevant public library and information technology support experience.
- Experience working in public libraries or a customer focussed organisation.
- Demonstrated experience in the provision of information technology support in a public access environment.
- Experience in the administration of networks, Library Management Systems and related library technology systems and equipment.
- Current valid Victorian Driver's licence preferred.
- Current valid Working with Children's check.

12. Key Selection Criteria

1. Tertiary qualification in Information Technology, Network Administration or Library Studies together with experience, or lesser qualification in related field together with relevant public library or information technology support experience.
2. Demonstrated customer service skills with the ability to confidently and actively engage with customers to discuss and resolve problems.
3. Demonstrated experience in the provision of information technology and creative technologies support in a public access environment.
4. Experience in the administration of networks, Library Management Systems and related library technology systems and equipment.

5. Well-developed organisation and time management skills to prioritise workflows and plan and deliver programs to meet deadlines.
6. Excellent written and verbal communication skills together with the ability to develop rapport and engage with a broad range of stakeholders from diverse backgrounds, including general public, service providers and industry networks.

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Manager Libraries & Arts
Approved by Position Title

January 2023
Date Approved

Incumbent's name

Signature

Date