

POSITION DESCRIPTION

Digital Services Officer



NOOSA COUNCIL



POSITION DETAILS

Position Title	Digital Services Officer
Position Number	10326
Department	Community Services
Branch	Libraries and Galleries
Team	Libraries
Position Classification	Queensland Local Government Industry (Stream A) Award – State 2017 (Div. 2, S1)
Position Remuneration	Noosa Council Certified Agreement 2018 (Award Based – QLD LG Officers Award – Level 2)
Date Reviewed	14 August 2018

POSITION PURPOSE AND OBJECTIVES

- Contribute to the development and delivery of engaging and innovative digital library programs and services.
- Provide high-quality customer-focussed library services and technology support and assist with the day-to-day provision of library operations.
- Contribute, through excellent individual and team efforts, to the goals and objectives outlined in the Library Service's strategies and plans.

KEY RESPONSIBILITIES

- Collaborate in the planning and delivery of high quality, technology-focussed library services to internal and external customers.
- Coordinate the logistics of the delivery of digital literacy programs and projects to library customers and staff to enhance digital-literacy skills.
- Champion new and emerging technologies to inspire and educate the community and Council staff.
- Provide library customers and staff with support in the use of associated resources, technology and equipment.
- Collaborate in the maintenance of online platforms for the library service including websites, intranet, social media and other related digital services.
- Perform a range of routine library duties such as membership registrations, issues, returns, shelving and collection maintenance.
- Handle and receipt money in accordance with Council policies and procedures.
- Work within a team framework including providing back-up and assistance to other library team members in the conduct of their duties.
- Apply established procedures and policies under general supervision.
- Such other relevant duties as required from time to time which would generally fall within the scope of this position.

WORKPLACE HEALTH AND SAFETY

- Ensure all work is carried out in accordance with the obligations detailed in the Workplace Health & Safety Act & Regulations.
- In accordance with the Council's SafePlan, an Employee must ensure that they do not place themselves or others at risk of injury or illness. This obligations will be meet by:
 - Adhering to WH&S obligations and adopt sound work practices;
 - Following all safe working procedures and practices designed for the work;
 - Eliminating, reporting or advising their supervisor to avoid, eliminate or minimise potential hazards when they become aware of a potential hazardous work related condition or practice;
 - Ensuring that instructions to protect their health and safety are followed and all personal protective equipment provided is used and maintained; and
 - Assisting the supervisor and other workers in the risk assessment of workplace hazards when requested.

POSITION REQUIREMENTS

Essential Skills, Knowledge and Experience

- Comprehensive digital-literacy knowledge and skills including ability to work with contemporary platforms and apply emerging technologies.
- Demonstrated project management skills to plan and deliver technology-related programs and projects relevant to a contemporary public library.
- Track record in delivering outstanding customer service in a busy environment.
- A general knowledge of contemporary public library services.
- Excellent interpersonal and communication skills including the ability to deliver effective training and relate to people from diverse background.
- Proven ability to work as an effective and positive team member in a customer focused and flexible environment.
- Demonstrated ability to be creative and innovative, solve problems and use initiative.

Notes:

- Appointment to this position is subject to successful completion of a pre-employment medical assessment.
 - Digital Services Assistant duties include standing for extended periods, manual handling and repetitive tasks and the successful applicant must be able to undertake the physical requirements of this position.
 - The successful applicant must be prepared to work at any Noosa Council library service point.
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Qualifications, Training and Licences

Essential:

- Certificate III in Information, Digital Media and Technology or equivalent, related qualifications and/or relevant experience.
- Driver's Licence - "C" Class.

Desirable:

- Certificate qualifications in project management, training and/or library and information studies.

Note Copies of the above listed qualifications/licences/certificates are required as evidence on appointment.

ADDITIONAL INFORMATION

Additional information can be found at: <http://www.noosa.qld.gov.au/positions-vacant>
Submit your application to: <http://applynow.net.au/jobs/ni/ZZ0362>
Application closing date: 5:00pm Monday 24 September 2018

Contact Person

Name: Tracey King, Literacy and Learning Coordinator
Phone: (07) 5329 6516

What to include in your application

Your written application should include:

- A cover letter; and
- Your current resume.