



## Position Description Library IT Support Officer

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The City of Port Phillip celebrates a vibrant and diverse work environment and community, which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, disability, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.

The City of Port Phillip is a committed Child Safe organisation and has zero tolerance for child abuse. Every child and young person accessing City of Port Phillip has the right to feel and be safe. All City of Port Phillip Councillors, employees, volunteers, contractors and community representatives have a responsibility to understand and activate their role in preventing, detecting, responding and reporting any suspicions of child abuse to the relevant authorities, and maintaining a child safe culture.

<b>POSITION TITLE:</b>	Library IT Support Officer
<b>AWARD CLASSIFICATION:</b>	Band 5
<b>DEPARTMENT:</b>	Digital & Technology Services
<b>DIVISION:</b>	Customer & Corporate Services
<b>LAST UPDATED:</b>	August 2018

### ORGANISATIONAL RELATIONSHIPS:

<b>REPORTS TO:</b>	Team Leader Service Support
<b>SUPERVISES:</b>	Not Applicable
<b>INTERNAL LIAISONS:</b>	Council Employees (including Library Services team) and Managers, Executive Team and Councillors
<b>EXTERNAL LIAISONS:</b>	Community (including library patrons), Suppliers, Consultants and Contractors

### POSITION OBJECTIVES

- Act as the first point of contact for incidents and requests, providing levels 0 and 1 technical support to Library Services staff, library patrons and overall community.
- Investigate and diagnose issues and promptly allocate unresolved issues as required, meeting or exceeding Service Level Agreements (SLAs).



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### KEY RESPONSIBILITY AND DUTIES

- Provide first line investigation and diagnosis and promptly allocate unresolved issues as appropriate, helping the libraries deliver superior customer service to the community.
- Provide levels 0 and 1 technical support to Library Services staff, library patrons and overall community, including troubleshooting, advice and training related to hardware and software, administration and maintenance of accounts, installing, un-installing, configuring and maintaining both hardware and software (e.g. Library Management System, Radio Frequency Identification technology), providing users with guidance and access to self-service materials and digital resources (e.g. E-resources, websites).
- Provide level 2 technical support, as stretch goals for professional development.
- Provide technical support to Library Services staff, library patrons and overall community in line with rostered schedule, including evening and weekend shifts.
- Implement minor process/configuration changes, conduct training to Library Services staff, library patrons and overall community, document processes and support the delivery of projects.
- Take ownership of incidents and requests, including registering/logging, categorising, prioritising, diagnosing, investigating, resolving and documenting incidents and requests, and, where required, escalating unresolved/open incidents and requests.
- Coordinate and follow up on open incidents and requests, ensuring they are adequately resolved within stipulated SLAs.
- Help develop and enhance customer and stakeholder relationships by handling complaints, problems and issues, managing resolutions within agreed service levels.
- Collect performance data and feedback from customers to help measure customer satisfaction, identify and execute corrective and preventative actions in a cost-effective manner.
- Work with the Team Leader in the development of the processes and procedures for the provision of ICT service support to internal and external customers.
- Contribute to the development of FAQ's, guides, knowledge bases or any other self-service materials. Identify any reoccurring queries and requests and incorporate them into the self-service materials.

### ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Has defined accountability to providing first level of technical support to Library Services staff, library patrons and overall community, ensuring Service Level Agreements are met or exceeded and contributing to a superior customer experience.
- Provide input into the development of processes and procedures governing the ICT service support function.

### JUDGMENT AND DECISION MAKING



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- Based on past experience and own technical knowledge, solve most logged requests and issues. This includes requests and issues that may not have been encountered previously requiring some creativity.
- Seek guidance and advice from more senior staff, and refer to best practice processes and procedures, as required.

### **SPECIALIST SKILLS AND KNOWLEDGE**

- Advanced skills and knowledge in delivering ICT service support to Library Services staff, library patrons and overall community, understanding the wider goals and objective to be achieved.
- Developed skills and knowledge in systems, applications and digital solutions used to support the delivery of library services (e.g. Library Management Systems, Radio Frequency Identification technology, e-resources).
- Strong generalist knowledge and skills in relation to operating systems and applications such as Office 365, MS Office, Adobe, websites and event management application.
- Basic understanding of best practices and methodologies of relevant to ICT service management, e.g. ITIL framework.
- A valid Victorian Drivers Licence or independent alternative mode of transport in order to enable travel between different branches of the City of Port Phillip Library Services.

### **MANAGEMENT SKILLS**

- Demonstrates the skills to manage time and planning and organising one's own work to achieve set objectives and priorities within agreed timeframes, quality standards and budget targets.
- Ensure that you abide and promote the City of Port Phillip Employee Code of Conduct, applicable legislation and Council's policies and procedures.

### **INTERPERSONAL SKILLS**

- Highly developed communication skills, both verbal and written, with the ability to clearly articulate well defined technical concepts to non-technical audiences.
- Highly developed interpersonal and relationship management skills with the ability to liaise with a broad number of stakeholders within and outside of City of Port Phillip, manage stakeholder expectations and deal with difficult stakeholders.
- Highly developed teamwork skills, with the ability to connect with colleagues and collaborate with one another.
- Fluency and knowledge of more than one language with the capability to interact with customers of different backgrounds is viewed favourably.

### **QUALIFICATIONS AND EXPERIENCE**



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- Tertiary degree in Information Technology, Computer Science, and Business or in any other relevant field with some experience; or less formal qualifications with relevant skills and experience in similar role-
- Experience providing ICT service support to library stakeholders, including staff and patrons.
- Formal advanced certification in MS MCSA (Microsoft Certified Solutions Administrator) or equivalent is viewed favourably.
- Certification in ITIL or equivalent is viewed favourably.

### **KEY SELECTION CRITERIA**

- A proven team player with a track record providing first line of technical support to library stakeholders, including staff and patrons.
- A service support officer with the demonstrated ability to leverage past experience and own technical knowledge to solve most logged requests and issues.
- Strong technical competency in systems, applications and digital solutions used in libraries (e.g. Library Management Systems, Radio Frequency Identification technology, e-resources) as well as general use operating systems and applications such as Office 365, MS Office, Adobe, websites and event management application.
- Demonstrate highly developed communication skills as well as interpersonal and relationship management skills with the ability to liaise with a broad number of stakeholders within and outside of City of Port Phillip, and of different backgrounds and IT literacy.
- Ability to set priorities, plan and organise own work, in order to deliver results within agreed timing, quality and budget targets.
- Relevant tertiary degree/s and a valid Victorian Drivers Licence (or independent alternative mode of transport). Certifications are viewed favourably, however relevant experience in a similar role is key.