

<b>Position Title</b>	Technical Specialist Systems
<b>Department</b>	Community Services
<b>Unit</b>	Community and Culture Services
<b>Team</b>	Technology and Future - Library Systems
<b>Supervises</b>	nil
<b>Reports To</b>	Team Leader Library Systems
<b>Grade Range</b>	F
<b>Date Prepared</b>	27/07/2020
<b>Date Last Updated</b>	9/10/2020

## Our Vision & Values: A leading organisation that collaborates & innovates



We are committed to **safety**



We work as one **team**



We act with **integrity**



We care about our **customers**



We **continuously improve**

## Primary purpose of position

Management and ongoing development of a broad range of library technology based systems and services to deliver an adaptive and responsive technology offering for staff and the community.

## Accountabilities






- Manage the Library Management System (LMS) to ensure optimum utilisation of functions. Investigate and identify opportunities to enhance the effectiveness of the LMS. Develop and deliver LMS training to new and existing staff as required.
- Coordinate systems operations to ensure efficient and effective operation of all library systems, including but not limited to; public access computers, RFID systems, print solutions, public PC booking management, WiFi, digital screens and ancilliary equipment.
- Coordinate software and hardware upgrades ensuring implementations, upgrades and troubleshooting are completed within agreed timeframes and with minimum impact on staff or customers.
- Identify, investigate and evaluate new technologies and trends for suitability in the library service and provide recommendations for enhancements and innovative information delivery solutions based on suitability and cost analysis.
- Implement changes to library technology processes as required. Provide expert advice and ongoing support to staff to ensure they continually develop their skills to keep up with developments in technology.
- Develop and maintain accurate system documentation, troubleshooting guides and system procedures to a high standard.
- Develop and maintain proactive relationships with Council's IT department, library system vendors and other relevant stakeholders.
- Provide routine and adhoc technology reports, data analysis and interpretation relating to systems usage within agreed standards and timeframes.
- Actively participate in team meetings and provide input into the team business plan.
- Undertake circulation desk duties on a rostered basis.



## Position capabilities and level

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

### Capability Profile – Senior Technical/ Professional Specialist

Capability Group	Capability Name	Level
 <b>Personal Character</b>	<b>Lead Self</b>	Advanced
	Display Resilience	Adept
	Act with Integrity	Advanced
	Safety and Accountability	Advanced
 <b>Relationships</b>	Communicate and Engage	Adept
	Customer and Community Focus	Adept
	<b>Work Collaboratively</b>	Advanced
	Influence and Negotiate	Adept
 <b>Results</b>	Plan and Prioritise	Advanced
	Think and Solve Problems	Adept
	<b>Innovate and Improve</b>	Advanced
	Deliver Results	Advanced
 <b>Resources</b>	Finance	Adept
	Assets and Tools	Adept
	<b>Technology and Information</b>	Adept
	Procurement and Contracts	Adept
 <b>People Leadership</b>	Manage and Develop People	N/A
	Inspire Direction and Purpose	N/A
	Optimise Workforce Contribution	N/A
	Lead and Manage Change	N/A

## Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least satisfactory level for a candidate to be suitable for appointment.

### CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
<b>Personal Character</b>		
Lead Self	Advanced	<ul style="list-style-type: none"> <li>• Demonstrates motivation to serve the community and organisation</li> <li>• Initiates team activity on organisation/unit projects, issues and opportunities</li> <li>• Seeks and accepts challenging assignments and other development opportunities</li> <li>• Seeks feedback broadly and asks others for help with own development areas</li> <li>• Translates negative feedback into an opportunity to improve</li> </ul>
<b>Relationships</b>		
Work Collaboratively	Advanced	<ul style="list-style-type: none"> <li>• Builds a culture of respect and understanding across the organisation</li> <li>• Facilitates collaboration across units and recognises outcomes resulting from effective collaboration between teams</li> <li>• Builds co-operation and overcomes barriers to sharing across the organisation</li> <li>• Facilitates opportunities to develop joint solutions with stakeholders across the region and sector</li> <li>• Models inclusiveness and respect for diversity in people, experiences and backgrounds</li> </ul>
<b>Results</b>		
Innovate and Improve	Advanced	<ul style="list-style-type: none"> <li>• Encourages independent thinking and new ideas from others</li> <li>• Draws on developments and trends in the industry and beyond to develop solutions</li> <li>• Supports experimentation and rapid prototyping to test and refine innovative solutions</li> <li>• Develops/champions innovative solutions with long standing, organisation-wide impact</li> </ul>

		<ul style="list-style-type: none"> <li>• Explores creative alternatives to improve management systems, processes and practices</li> <li>• Contributes own knowledge and experience to staff training and development sessions</li> </ul>
Resources		
Technology and Information	Adept	<ul style="list-style-type: none"> <li>• Selects appropriate technologies for projects and tasks</li> <li>• Identifies ways to leverage the value of technology to achieve outcomes</li> <li>• Ensures team understands their obligations to use technology appropriately</li> <li>• Ensures team understands obligations to comply with records, information and knowledge management requirements</li> </ul>

\* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of “focus” capabilities can change over time, reflecting changing work priorities and current team strengths.

### Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the General Manager.

### Code of Conduct

All staff are required to adhere to the Code of Conduct (CP25).

### Work Health & Safety

All staff are required to adhere to Council’s WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

### Records Management

All staff are required to comply with Council’s Records and Information Management policies, procedures and guidelines.

### Qualifications and Experience

#### Essential Qualifications

- Eligible for membership of Australian Library and Information Association or qualifications or experience relevant to the duties stated
- Current Class C drivers licence.

## Essential Experience

- Proven experience in the management of a Library Management System.
- Extensive knowledge of library technologies, including but not limited to Wi-Fi, PC booking and print management software, public access computers, RFID systems and mobile devices.
- Proven ability to investigate and evaluate the suitability of new library technologies and services and provide written recommendations for improvements where required.
- Proven ability to effectively plan, implement and manage complex projects
- Proven ability to effectively manage conflicting priorities in a timely manner
- Ability to negotiate contracts and to manage and monitor the provision of service to ensure compliance with contract and service agreements
- Demonstrated ability to work independently and collaboratively with team members, library management, Council departments and external suppliers in a rapidly changing environment
- Experience in contributing to the development of library service strategic plans and initiatives.
- Highly developed oral and written communication skills
- Experience in developing and documenting procedures related to systems and technology.
- Proven ability to effectively communicate technical knowledge to library staff including training staff with different skill levels and from diverse backgrounds.
- Demonstrated strong commitment to delivering quality customer service

## Desirable Qualifications and or Experience

- Public library experience
- Experience using LIBERO Library Management System

<b>HUMAN RESOURCES USE (SELECT YES OR NO)</b>	<b>YES</b>	<b>NO</b>
Does this position fall under the definition of child related employment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does this position require incumbent to undergo criminal reference check?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Does this position require incumbent to demonstrate good driving Licence class required: C Class Drivers Licence	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Will incumbent need to make disclosure of pecuniary interest?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Could there be a conflict of interest with secondary employment?	<input type="checkbox"/>	<input checked="" type="checkbox"/>