



Position Description and Performance Agreement

Technical Administrator – Arts and Culture

Position No:	SS056LS
Position Classification:	Grade 13
Status:	Full Time
Position Revised on:	June 2024
Position Written by:	Library Coordinator
Division:	Corporate Services
Branch:	Arts and Culture
Reports to:	Library Coordinator

Incumbent:

Start Date:

Special Conditions: Participation in a weekend roster or evening work may be required or negotiated with incumbents in accordance with Award provisions.

1 POSITION CRITERIA

1.1 Essential academic qualifications:

- Tertiary qualifications in Information Technology or Library and Information Services or related discipline, or extensive relevant work experience in a similar position.

1.2 Essential Licences and/or Certificates:

- Class C Drivers Licence
- WWCC

1.3 Essential Requirements/Experience:

- Minimum of two years in a similar environment eg Library or education
- Excellent verbal and written communication skills especially in a customer service and team orientated environment including liaison with vendors and suppliers.
- Strong interpersonal and teamwork skills
- Demonstrated experience in organising and presenting technology training for staff and customers in simple English
- Experience in managing Library Management Systems, Website and Radio Frequency Systems (RFID)
- Experience in technology trouble-shooting, system replacement and enhancement of Library Systems and cultural institutions.
- Experience with website design and maintenance especially using Squiz matrix
- Current knowledge of technology and trends in public libraries and ability to apply innovative solutions in the workplace



- Experience in the operation of Microsoft Windows environments and development of Imaging
- Experience in operation of PC/LAN/WAN installation and management
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- Advanced ability to manage and prioritise workload and work independently to achieve outcomes
- Demonstrated ability to build positive and productive relationships with external suppliers, Information Services Branch and Arts and Culture team members to achieve deadlines
- Demonstrated ability to liaise with library team members to lead change processes and achieve deadlines.
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- Ability to work independently and part of a team
- Strong communication and consultation skills in a customer service and team orientated environment including liaison with suppliers and vendors.
- Ability to develop and review relevant guidelines, policies and procedures
- Demonstrated ability to source, collate and communicate relevant statistics using a wide variety of reporting tools.
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1.4 Desirable Requirements/Experience:

- Experience working in a library or similar working environment
- Local government experience
- Knowledge of modern library practices and operations
- Knowledge of technology trends in library, cultural or education environments
- Experience in configuring and maintaining Wireless networks
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- A broad knowledge of IT system process including data back up and restoration procedures
- Knowledge of SQL Server functionality and Mini POS
- Experience delivering training sessions for staff and public
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1.5 Personal Attributes:

- Time management and organisational skills
- Excels in communication with internal and external stakeholders
- Commits to personal and professional development
- Attention to detail
- Well developed judgment and problem solving skills with a focus on solutions, flexibility, being proactive and using initiative
- Motivation for continuous learning and development of knowledge and skills
- Enthusiasm for applying technology skills and knowledge to create and develop library services

2 OBJECTIVES OF POSITION

- 2.1 Provide a free and accessible public library customer service to the people of the City of the Hawkesbury as well as access for the wider community to a collection of information and recreational resources.
- 2.2 To undertake responsibility for monitoring, maintaining, installing, troubleshooting and developing the Library Management System and related Library technology.
- 2.3 To Lead the development of Information Technology in the Arts and Culture Branch.

3 KEY ACCOUNTABILITIES



- 3.1 Oversee, support, maintain and develop the library management system data, relevant websites and software at a specialist level
- 3.2 Contribute to library services by providing effective project management to complete specified technology projects within timeframe and budget.
- 3.3 Provide expert advice and consultation regarding technology and its application within library, museum and Gallery operations.
- 3.4 Continuously improve the technology underpinning the Hawkesbury Library Service and develop and review relevant guidelines, policies and procedures.
- 3.5 Actively manage library equipment, including problem determination, resolution and supplier liaison.
- 3.6 Ensure the optimum operation and maintenance of the Library's services via the public network, public use PCs, and the computer booking system.
- 3.7 Liaise with Council's Information Services section with regard to day to day problems, loading of software, and operational issues on the technology systems. This includes troubleshooting and resolution.
- 3.8 Design and modify content for the library website and library online catalogue.
- 3.9 Provide high customer service standards to the community, membership groups, visitors, off-site users as well as wider library networks.

4 SCHEDULE OF DUTIES

- 4.1 Develop and manage the application of the Library Management System.
- 4.2 Implement and perform start up Library procedures for the daily checking of the Library Management System, other relevant technology systems that relate to the day to day running of technology at the library including the library management system, the radio frequency identification system (RFID) and the minpos system.
- 4.3 Setup and maintain public access computers, printers and PC reservation system.
- 4.4 Provide training and support for staff in the library management system and other software applications.
- 4.5 Attend and participate in the relevant user group meetings including the Library Management System and the RFID system and report back to library coordinator.
- 4.6 Generate computerised reports of library statistics, including those meeting State Library NSW and Council requirements
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- 4.8 Administer and maintain the Library, Gallery and Museum wireless networks.
- 4.9 Maintain library systems and associated databases and co-ordinate and engage with external contractors and suppliers to provide best value for the branch.
- 4.10 Ensure that library technical equipment including multi function machines, printers etc are maintained and operative.
- 4.11 Progress corporate IT installations in the library and assist with PC rollout and replacement
- 4.12 Document, develop and maintain appropriate documentation of systems, maintenance and routines and write internal procedures.
- 4.13 Co-ordinate website design and development including mark-up language.
- 4.14 Contribute to staff meetings including Library Senior staff meetings and participate in training and the library desk roster.
- 4,15 Coordinate the Tech Help program
- 4.15 Other duties as required(change the numbering to 4.16)

5 OUTPUT MEASURES

- 5.1 Library Management System and other related systems operating 9% of the time.
- 5.2 Library Management System innovations, and upgrades implemented on target.
- 5.3 IT procedures updated and library staff training provided on target.
- 5.4 Statistics (including State Library Statistics) produced as required



5.5 Training program targets met as negotiated.

6 WH&S RESPONSIBILITIES

6.1 Hawkesbury City Council is committed to ensuring the health and safety of all who contact our works. As a Self Insurer, Hawkesbury City Council has in place a comprehensive Work Health Safety and Injury Management (WHS&IM) System. This System provides processes and procedures for workers and visitors to manage health and safety in the workplace.

As an employee of Council, there are certain responsibilities, authorities and accountabilities (RAAs) which are identified as part of the terms and conditions of your employment. RAAs are supported by Council's WHS&IM System Element 001 WHS Responsibilities which identifies actions to be taken, and the standards to be achieved. These RAAs are non-negotiable in terms of compliance.

7 ETHICAL CONDUCT

7.1 Comply with the requirements of Council's Code of Conduct. Take appropriate action to ensure a workplace free from corruption, maladministration and serious and substantial waste.

8 EQUAL EMPLOYMENT OPPORTUNITY

8.1 Comply with the requirements of the Anti-Discrimination Legislation and Council's Policies and Procedures relating to EEO and Anti-Discrimination. Take appropriate action to ensure a harassment-free workplace.

9 CORPORATE AND STATUTORY OBLIGATIONS

9.1 Ensure that all statutory obligations are met in an appropriate and timely manner and are applied fairly and impartially.

To commit to and embrace the objectives of the Hawkesbury Community Strategic Plan - Shaping Our Future, and to be accountable for participating as appropriate in the allocated Operational Plans designed to deliver on the identified objectives as directed.

10 PERFORMANCE AGREEMENT

10.1 I acknowledge that my performance will be assessed at least annually, based on the performance measures contained within this document and Council's Delivery Program and Operational Plan.
I am fully aware of the terms of this position description and I agree to deliver the requirements of the key result areas to the best of my ability.

This Position Description will be reviewed annually in line with Council's adopted Delivery Program and Operational Plan. Key result areas and performance measures may change depending on the priorities identified in the Delivery Program and Operational Plan.

Employee Date

I acknowledge that my role is to ensure that every opportunity is made available to the employee to meet the requirements of this Performance Agreement, including training, team support and regular performance appraisals.

Manager Date

Privacy Notice

Council is bound by the provisions of the Privacy and Personal Information Protection Act 1998, in the collection, storage and utilisation of personal information provided in this form. Accordingly, the personal information will only be utilised for the purposes for which it has been obtained and may be available for public access and/or disclosure under various NSW Government legislation.