

Position Description

Position title:	Library Technology Specialist
Directorate:	City Wide Services
Service Unit:	Libraries and Learning
Reports to:	Coordinator Library Systems and Projects
Direct reports:	2
Salary point:	11
Work location:	City Library and across all branches as rostered
Date revised:	March 2020

What's it like working at the City of Newcastle?

We are focused on making a real difference in our community and achieving our vision of **creating a smart, liveable and sustainable global city**. We are proud to deliver services valued by our community. People come first at the City of Newcastle, which means providing employees with meaningful work and capacity for work life balance. As a large local organisation, the City of Newcastle offers opportunity to develop in your current role, grow into future opportunities and reach your full potential.

Our organisation's values are **Cooperation, Respect, Excellence and Wellbeing** which are underpinned by our behaviours of courage, trust and pride. Together, our values and behaviours support our decision making, our day to day interactions and everything we do.

What's it like working in Libraries and Learning?

The purpose of the Libraries and Learning Service Unit is to strengthen the Newcastle community and support the informal learning, information and recreation reading needs of the community. Our vision is to deliver on the Library Strategy and the Community Strategic Plan to provide a world class library and learning service for a smart, liveable and sustainable city.

All team members in the Libraries and Learning Unit have a direct interface with the community via:

- our 10 branch service points across the City including a dedicated Local History research team, an outreach, partnerships and programs team and a digital services team.
- the Beresfield Community Children's Education Centre supports high quality long day care and preschool functions.

The Libraries champion community access to collections, technology and services that focus on improving the user experience and achieving equitable digital inclusion. We offer quality programs, cultural experiences and lifelong learning activities designed to enhance community wellbeing, knowledge and skills.

What's the focus of this position?

The role of Library Technology Specialist is integral to supporting the delivery of library improvement projects, seamless integration of library systems, online platforms and hardware. Supporting the service to harness the data collected via our various systems will be a key outcome in addition to providing technical support for library hardware and public network infrastructure; 3D printers and equipment used to deliver programs and events and promote digital inclusion and literacy within the Community.

What you'll be doing:

- Actively contribute to the delivery of actions and objectives within the Library Strategy, City of Newcastle Smart City Strategy and the Newcastle 2030 Community Strategic Plan.
- Respond to and manage a wide range of information and support requests requiring lateral thinking and excellent knowledge of information systems and modern library technologies.
- Support the service through the delivery and management of core systems including troubleshooting, maintenance, enhancement projects and vendor management
- Resolve and manage issues with Library hardware, public network and associated software within contract agreements and delegations.
- Take a key role in the collection, analysis and reporting of library data and business intelligence including trends, usage, visitation, online access and program/event attendance statistics
- Promote upskilling and ongoing training of Library staff through training as well as mentoring, coaching, documentation and documentation of troubleshooting processes.
- Assist customers and staff with the use of technologies, library facilities and in the location and selection of information or collections.
- Support the library service to deliver a seamless user experience across online interfaces and be a champion of continual improvement and innovation in this area.
- Research and promote emerging technologies, platforms, data management practices and reference resources to ensure current best practice
- Demonstrate personal drive and integrity, commitment to delivery and a positive and balanced approach to work, self-awareness and a commitment to ongoing personal development.
- Ensure the accurate and safe handling of cash in accordance with all council policies and allocated timeframes.
- Supervise and direct the regular service delivery teams comprising of permanent, part-time, casual, volunteers, work experience and externally contracted staff in direct frontline library services.
- Undertake a range of frontline service duties incorporating rostered evenings and weekend work at any Newcastle Region Library branch.
- Ensure Council's Work Health & Safety System is implemented within work programs and procedures.

The essentials you'll need:

- Tertiary qualification in Information Technology or relevant discipline; or extensive relevant experience in IT, Library or another related field.
- Evidence of strong technical networking infrastructure knowledge and troubleshooting experience.
- Experience in managing and implementing computer software systems and sound working knowledge of the systems and functions of all the key systems that apply to the contemporary library service.

- Successful documentation of procedures and user guides.
- Experience using SQL, ability to perform data analytics and experience delivering high quality data reporting.
- Sound knowledge of open source technology integration.
- Demonstrated customer focus and well-developed interpersonal and problem-solving skills with experience in direct face to face customer service, undertaking projects to improve UX and UI in a range of settings.
- Knowledge and experience of managing AV technologies and software.
- Demonstrated ability to learn, work independently and manage competing priorities.
- Proven ability to lead and supervise a high-performance multidisciplinary team.
- Current Working with Children Check.

Other valuable skills you may have:

- Experience in developing and writing code.
- Working knowledge of AutoCAD and 3D printing design software and hardware maintenance.
- Experience in design thinking and agile project management methodologies.

We'll encourage you along the way

We will partner with you to support your performance and ongoing development to ensure you are fully prepared for future challenges as this position and our organisation adapts and evolves.

I acknowledge that I have read and understood the requirements and responsibilities of this position as detailed in the Position Description (PD) and have discussed the PD with my Manager.

Employee Name:	
Employee Signature:	
Date:	