Geelong Regional Library CORPORATION

POSITION DESCRIPTION

POSITION:	**IT Support Officer**
SECTION:	**Collection and Technologies Access**
LOCATION:	Regional Library Service Centre
AWARD CLASSIFICATION:	Band 5, Permanent full-time
HOURS OF DUTY:	76 Hour fortnight
CONDITIONS OF EMPLOYMENT:	Geelong Regional Library Corporation Enterprise Agreement (2010)
APPROVED BY:	Chief Executive Officer
DATE:	May 2013

Our Vision

A strong vibrant connected community enriched by reading and emboldened by learning through access to the world of information and knowledge

Our Mission

We are an exemplary library delivering high quality services, programs, spaces and experiences that create opportunities for our community to read, learn and connect with each other through ready access to information and the expertise and knowledge of our staff

Our Goals

Our goals focus on people, and our role in helping the community to read, learn and grow

Goal One: *Stronger inclusive communities*

Goal Two: *Learning and literacy for all*

Goal Three: *Access to ideas and a love of reading*

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ORGANISATIONAL CONTEXT

Established in 1997, Geelong Regional Library Corporation (GRLC) is a cooperative venture of four municipalities: Borough of Queenscliffe, City of Greater Geelong, Golden Plains Shire and Surf Coast Shire. Total population served is approximately 250,000, through an extensive network of 13 branch libraries, 3 mobile libraries and virtual library services. The Corporation is governed by a Board comprising Councillors from each of the member Councils.

The Regional Library Support Centre delivers services on a regional basis via the branch, mobile and virtual network of libraries including specialist skills & knowledge, technical services and administrative support.

Our focus is on people and the library's role in assisting the community to read, learn and grow. Areas of priority include addressing library building infrastructure, increasing the volume & range of our print and electronic library collections, strengthening existing partnerships and developing new ones, introducing different service models including home library services, delivering a wide range of community programs and events with a focus on literacy and reader development, harnessing new technologies for improved service delivery, continued workforce development and long term financial sustainability.

Our commitment to providing free, accessible and universal access to library services ensures that we welcome all members of the community encouraging involvement from the broadest spectrum of users. Our strong principles (articulated in "The Way We Work" detailed below) combined with our commitment, energy and bold strategy will ensure that GRLC's positive impact on our region continues to grow.

The Library Plan 2008 – 2013

The Way We Work:

Intellectual freedom
Equity and access
Community focus and engagement
Innovation
Collaboration
Workforce support and development
Integrity and Service excellence
Alignment with member Councils

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ORGANISATIONAL RESPONSIBILITIES

To contribute to the achievement of our Vision and Mission through the actions identified in the Strategic Plan 2008 - 2013

To contribute to a creative and productive Technologies Team and GRLC

To enable the delivery of our Customer Service Charter through individual and team actions

To take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions in our workplace

ORGANISATIONAL RELATIONSHIPS

Reports to:	**Manager Information & Communications Technology**
Directly supervises:	N/A
Internal Liaisons:	All staff
External Liaisons:	Library users Victorian public library colleagues External suppliers, contractors and service providers Member Council staff Guests and visitors to the libraries

POSITION OBJECTIVES

Support the delivery of high quality information technology across our region through the installation and maintenance of equipment, provision of training and help desk functions by:

Deploying and maintaining desktop hardware & software and mobile devices

Timely resolution of Help Desk requests within agreed service levels

Providing advice and recommendations on the future Information Technology & Communication direction and requirements for the Regional Library

Contributing to GRLC forward planning processes, particularly in relation to the needs of region wide Information Technology and Communication services

Fulfilling the objectives of the Regional Library in accordance with approved plans, policies, procedures and guidelines

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KEY RESPONSIBILITIES

1. Help Desk Operations

Manage service requests via the Help Desk system

Identify and provide training and education solutions to library staff in computer technology and systems

Promote the productive use of Information Technology throughout the Geelong Regional Library Corporation

Responsible for the day to day IT Help Desk operations

Assist other IT and Systems staff as required

Produce reports, documents and statistics on computer management issues as directed

Maintain relevant and up to date knowledge of business and information technology

General ICT administration duties as required

2. Network Administration

Assist with the operation and development of the ICT network to enable the organisation's support service and business systems infrastructure to operate effectively

Assist with the installation, delivery and maintenance of software

Assist with the installation of new equipment on the network

Assist with maintaining the security and integrity of the organisation's network infrastructure

Administer user accounts, including associated security

Assist with day to day activities such as antivirus management, email, data backups, provisioning of new computers, administration of network resources

Assist with analysing requirements for emerging technologies

Participate in internal and external User Group activities to investigate systems and identify improved and/or alternative approaches

Participate in team discussions for evaluating network performance and forward planning

Assist with the security of those GRLC assets under the control of the Technologies Team.

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2. People and Teams

Contribute effectively to the Technologies Team

Provide help and training to staff on all aspects of Information Communication Technology

Contribute to the successful operation of the library service by assisting colleagues and senior staff to support and meet the organisational objectives, goals and strategies of Corporate Plans, including the Digital Strategy

Maintain and develop professional awareness through reading of professional and relevant literature and attendance at professional meetings and seminars

Attend and participate in staff meetings as required

Cultivate and maintain strong team relationships among colleagues on a formal and informal basis across all GRLC functions

In accordance with GRLC performance planning, development and review processes participate in staff reviews and prepare an annual work plan to support organisational objectives

5. Reporting

Maintain accurate records for all information communication technology activities

Provide data and reports to the Manager Information & Communications Technology to enable strategic organisational decision-making

ACCOUNTABILITY AND EXTENT OF AUTHORITY

Ability to provide advice/service delegated by the Manager Information & Communications Technology

Report to the Manager Information & Communications Technology regarding implementation of work plans, strategic actions and plans

Under the direction of the Manager Information & Communications Technology, deliver ICT services within GRLC available resources. This includes actions that contribute to the implementation of the Library Plan and associated strategies

Regular reporting and consultation with the Manager Information & Communications Technology will ensure adherence to plans, policies, objectives and budgets

JUDGEMENT AND DECISION MAKING

Deliver work plans and actions based on agreed resources and alternatives
Use previous experience and agreed protocols when making decisions
Guidance is available as required

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SPECIALIST SKILLS AND KNOWLEDGE

Demonstrated ability in the support of information technology desktop infrastructure and associated management systems, more specifically:

- Microsoft Windows and Apple OSX Desktop Operating Systems
- Apple IOS and Android Tablet devices
- MDM technologies
- Microsoft WSUS
- Microsoft Office technologies
- Microsoft Exchange and Outlook
- Antivirus and malware technologies
- Microsoft Active Directory and Group Policy
- PC cloning technologies
- Security technologies

Experience in the installation and configuration of personal computers, notebooks, tablets and common peripherals

Knowledge of computer network components including operating systems, desktop applications, network infrastructure, peripherals, server applications and security systems

Demonstrated proficiency in the delivery and support of Information and Communication Technologies

Understanding of audio-visual components including data projectors and games consoles

Demonstrated understanding of the role of public libraries in communities

MANAGEMENT SKILLS

Ability to manage time effectively, prioritise and plan own work to achieve library objectives

Ability to contribute to continuous improvement within the Library's strategic and policy context

Proven ability to work independently as a constructive and flexible team member

An understanding of the organisational context including procedures and policies relating to the library and the goals of GRLC

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INTERPERSONAL SKILLS

Highly developed interpersonal and written communication skills
Ability to develop and maintain partnerships with key stake holders
Ability to liaise effectively and sensitively with a diverse community

QUALIFICATIONS AND EXPERIENCE

Tertiary qualification which confers eligibility for membership of an ICT professional association is highly desirable
Technical qualification and two years relevant experience
Microsoft Certification – MCTS or MCITP is advantageous
Current Victorian Drivers Licence

KEY SELECTION CRITERIA

ICT technical qualification and two years relevant experience

Demonstrated ability in the management and administration of information technology related network communications, server infrastructure and associate management systems

Experience in the administration of personal computers, tablets, operating systems, applications, network and communication technologies

Ability to provide training and education solutions to library staff in computer technology and systems

Ability to manage service requests and resolve technical issues, whilst fostering and maintaining positive relationships with clients

Well developed investigative, analytical and problem solving skills.

Highly developed oral & written communication skills

Commitment and ability to work effectively independently and in a team based environment to meet organisational priorities and objectives

Current Victorian Drivers Licence

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TERMS AND CONDITIONS

The IT Support Officer is classified as a Band 5 within the Geelong Regional Library Corporation Enterprise Agreement 2006 and the salary is currently $55,812.10 - $64,181.60 pro rata. Membership of Vision Super scheme is automatic as determined in the Enterprise Agreement. Annual, sick and long service leave accruals will apply pursuant to the Enterprise Agreement.

The Enterprise Agreement 2006 provides for a spread of hours between 6am and 6pm on Monday to Friday. Reasonable overtime may be required on occasion. Hours worked on Saturday afternoon and Sunday will attract penalty rates. Availability to participate in an on-call roster may be required.

Appointment to this position is subject to the successful applicant being able to provide or willing to undergo a Working with Children check.

This position is subject to a 6 month probationary period.

SPECIAL CHARACTERISTICS

In line with operational requirements, work may be at any service location within the Corporation and a component of evening and weekend may be required as part of the normal rostered hours of duty of this position.

Physical work and manual handling is an intrinsic requirement of this role. This includes:

- standing for significant periods of time
- continuous activity that involves movements such as lifting, bending, carrying and pushing