

Position Description

Technology Support Officer

Position profile

Business Unit	Libraries and Lifestyle	Position number	P10403
Department	City Life	Status	Full Time Permanent
Salary group		Date Endorsed	25 July 2017
Reports to	Technology Librarian		

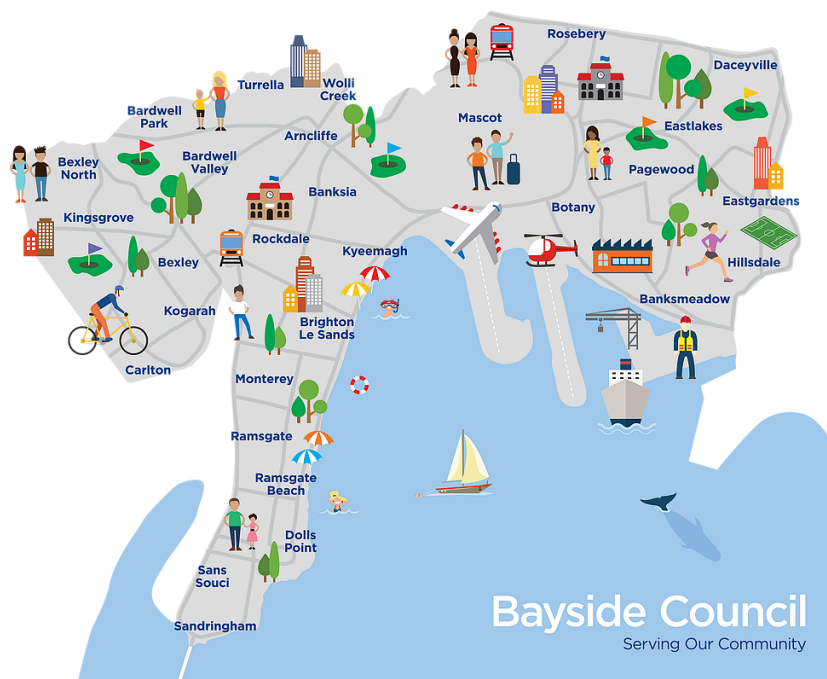
Overview

Bayside Council is an exciting place to work, live and play. The Bayside Council area covers approximately 50 square kilometres and over 160,000 people call Bayside home.

Bayside Council is the gateway to Sydney's south. With significant state infrastructure within our boundaries and key transport corridors between Port Botany, Sydney Airport and greater Sydney, change is everywhere and so are the opportunities.

By working together, we are making a difference across our Council, creating a great future.

This is an exciting opportunity for an innovative, customer centric and outcomes focused individual to be part of a modern, dynamic organisation that serves the Bayside community well.



Values

The following values were developed by Bayside Council employees and underpin our shared commitment in delivering our vision for the future.

The values guide us and define how we strengthen our working environment to deliver on the aspirations of our community.

- **Visionary Leadership** - We are all leaders - decisive, outward focused and forward thinking, setting the vision for Bayside Council today and into the future
- **Empowered People** - We are courageous and innovative - committed to making a difference in our work
- **Meaningful Relationships** - We support and invest in each other - creating a strong collaborative culture
- **Exceptional Service** - We go above and beyond - delivering an outstanding customer experience every time

Primary purpose of the role

Provide a socially inclusive library service for all residents in the Bayside LGA that emphasises the support of lifelong learning outcomes and digital participation.

This role is responsible for all duties on the customer service desk, delivery of library programs, and the provision of technology support to the library network.

Key accountabilities

Within the area of responsibility, this role is required to:

- Work on rostered desk shifts at all libraries in the Bayside library network to deliver exceptional customer service.
- Assist with the development and maintenance of library technology and system support services to contribute to organisational and library goals and objectives
- Work as part of a team to deliver innovative library programs to meet community needs and expectations across the Bayside library network.
- Provide accurate and timely information services to the public and other stakeholders and promote the library, services, and programs to increase awareness and availability of services.
- Monitor customer behaviour and usage patterns and contribute ideas, observations, and insights to assist with continuous improvement and development of innovative and relevant library services and programs.
- Provide guidance and support for library staff who work on customer service shifts and in the Bayside library network.
- Promote the positive and collaborative culture and values of the organisation through open, fair, and transparent decision making and ethical, professional behaviour.
- Work in collaboration with and assist the team, Manager, and other key stakeholders to achieve business unit goals, work requests, demands and Council priorities.

Key challenges

- Identifying and resolving issues related to service delivery in a timely manner to maintain a high-quality level of service and a positive customer experience in a growing and diverse community.

Role Dimensions

Decision Making





- Guided by Council plans, and relevant library policies and procedures.
- Determine day-to-day priorities in line with the agreed teamwork plan.
- Refers issues to the relevant Librarian if unable to resolve.

Essential Requirements

- TAFE Diploma (AQF) in Library & Information Services
- A current Working with Children Check Number.
- Current Driver's Licence Class C and/or willingness to travel between Bayside Library locations.

Competency summary

Below is the full list of competencies adapted from the NSW Public Sector Capability Framework and the level required for this role. The competencies in bold are the focus competencies for this role. Refer to the next section for further information about the focus competencies.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Foundational
	Work Collaboratively	Intermediate
 Results	Influence and Negotiate	Foundational
	Deliver Results	Intermediate
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
 Business Enablers	Demonstrate Accountability	Intermediate
	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Foundational

Focus Competencies

The focus competencies for the role are the competencies in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Display Resilience and Courage	Intermediate	<ul style="list-style-type: none"> • Be flexible and adaptable and respond quickly when situations change • Offer own opinion and raise challenging issues • Listen when ideas are challenged and respond in a reasonable way • Work through challenges • Stay calm and focused in the face of challenging situations
Relationships Commit to Customer Service	Foundational	<ul style="list-style-type: none"> • Understand the importance of customer service • Help customers understand the services that are available • Take responsibility for delivering services which meet customer requirements • Keep customers informed of progress and seek feedback to ensure their needs are met • Show respect, courtesy and fairness when interacting with customers
Results Think and Solve Problems	Foundational	<ul style="list-style-type: none"> • Find and check information needed to complete own work tasks • Identify and inform supervisor of issues that may impact on completion of tasks • Escalate more complex issues and problems when these are identified • Share ideas about ways to improve work tasks and solve problems • Suggest improvements to work tasks for the team
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> • Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies

Corporate Obligations

Budget	Council adopted budget for financial year.
Delegations	Decisions associated with this position are to be made in accordance with the Delegations of Authority approved by the General Manager.
Risk Management	Contribute to Council's risk management framework.
Integrated Management Systems	Continually review policies, procedures & processes to increase organisational effectiveness and efficiency and create a culture of innovation and continuous improvement.
Workplace Health and Safety	<p>Workers have overall responsibility, accountability and authority to ensure their workplace is a healthy and safe workplace for all workers and will have the following work health and safety (WHS) responsibilities:</p> <ul style="list-style-type: none"> • Participate in the implementation of WHS information within Council's Safety Management System (SMS) • Participate in consultation of WHS issues in their area of responsibility and WHS reporting, risk assessment and incident investigations • Develop the necessary knowledge and skills to effectively enable you to carry out your WHS responsibilities that are assessed through KPIs noted in your Individual Work Objectives • Wear personal protective equipment and follow safe work procedures, where relevant • Report all hazards, near misses, and incidents as soon as practical to Manager, Coordinator or Team Leader and no later than 24 hours following the event, and • Participate in incident investigations and risk assessments within 24 hours of notification. <p>INDOOR EMPLOYEE:</p> <p>To be aware of appropriate procedures in relation to safe manual handling techniques when undertaking work tasks, including:</p> <ul style="list-style-type: none"> • Lifting/moving files, storage boxes etc, • Moving equipment for set up and storage, • Moving tables and chairs for meetings or training, • Sitting and working posture when in meetings and at the workstation.
Code of Conduct	All staff are required to adhere to the Code of Conduct and associated policies, including, but not limited to Gifts and Benefits policy; Secondary Employment policy; Public Interest Disclosure policy; and Bullying & Harassment Prevention policy.
Customer Service	Provide quality customer service to external and internal customers in accordance with Council's values, policies and procedures.
Records Management	Comply with Council's Records Management policies, procedures and guidelines.

Disclosures of Interest	Disclose pecuniary interests (if a designated person in accordance with s 441 of the Local Government Act 1993).
Equal Employment Opportunity	Comply with EEO based legislation and Council's policies, procedures and guidelines.

HUMAN RESOURCES USE (REMOVE EITHER YES OR NO)	
Does this position fall under the definition of child related employment?	Yes
Does this position require incumbent to undergo criminal reference check?	Yes
Does this position require incumbent to demonstrate good driving record or possess a specific licence?	Yes
Specify licence: Class C Drivers Licence	Yes
Will incumbent need to make disclosure of pecuniary interest?	No
Could there be a conflict of interest with secondary employment?	Yes