Casey Cardinia Libraries

POSITION:	Technological Support
CLASSIFICATION:	Band 3
REVIEW DATE:	March 2022

Casey Cardinia Libraries

Casey Cardinia Libraries (CCL) is one of Victoria's largest public library services. We are funded principally by City of Casey, Cardinia Shire and the State Government. We support a rapidly growing and diverse community of more than 480,000 people.

Our libraries are located at Cranbourne, Doveton, Emerald, Endeavour Hills, Hampton Park, Narre Warren and Pakenham. The Cardinia Mobile Library provides a weekly service to Beaconsfield, Bunyip, Cockatoo, Garfield, Gembrook, Koo Wee Rup, Lang Lang, Maryknoll, Nar Nar Goon, Tynong and Upper Beaconsfield.

Our Vision

Inspiring spaces where everyone is free to discover possibilities.

Our Values and Guiding Behaviours

Creativity
- Thinking of new ways to do things is crucial to our success
- We challenge the status quo, if we believe a better way is possible
- We cultivate creativity in others

Fairness
- We treat people fairly and recognise them as individuals
- We do not let our personal feelings bias our decisions about others
- We actively support social inclusion and connection
- We are accountable for our behaviour

Teamwork
- When we all contribute, we excel
- We look out for each other
- We play to each other's strengths
- We work with our community

Love of Learning
- We love learning about new things.
- We believe there is always an opportunity to learn
- We learn from each other

Social Intelligence
- We are mindful of people's feelings
- We know what to do to put others at ease
- We are kind, compassionate and look for the best in each other

Humour
- Our humour enables us to express how we feel.
- We like to laugh, bringing smiles to other people
- We use humour to build connections and create a positive experience for everyone

Our Approach

- We put people first
- Pay it forward
- Follow up and reciprocate good deeds
- Help each other grow
- Share our stories and learn from each other
- Share ideas freely
- Quick little steps
- Give new things a go
- Momentum not perfection

- Encourage each other to take calculated risks
- Build confidence and resilience by working to our strengths
- Encourage authentic and courageous conversations
- Embrace the opportunity to learn when, things don't go as planned
- Acknowledge our partners
- Celebrate success

Position Objectives

Operational

- Deliver innovative and customer focussed service consistent with CCL vision, values and objectives (CCL Strategic Plan)
- Actively engage and interact with library staff to support the use of technology
- Provision of support and assistance to library staff and community users alike

Strategic

- Contribute to CCL's innovative and customer focused library service and building capacity in our communities
- Contribute to development and achievement of CCL strategic goals and plan
- Contribute to the continuous improvement and development of CCL by participating in activities and service development such as: library and learning staff forums, training programs, team meetings as required and meetings with your specific Team Leader
- Support partnerships with other organisations including schools, community organisations and other local government services

Key Responsibilities and Duties

1. Support Services

- Serve as point of contact for library staff and community user support across various forms of media (telephone, email, messaging, ticketing, etc.)
- Walk support requestors through the problem-solving process
- Assist with effective helpdesk support in the absence of the General Manager, Digital Operations, operating within established policies and procedures
- Work within strict timeframes and elevate incidents within defined timelines.

2. Technological Services

- Provide accurate information on technological services and functionality
- Advise and assist library staff and community users alike with various technological enquiries
- Contribute to CCL's technological knowledgebase to proactively provide staff with information to resolve issues themselves.

3. Troubleshooting and Problem Solving

- Perform remote troubleshooting through diagnostic techniques and pertinent questions
- Determine the best solution based on the issue and details provided by the user
- Identify and suggest possible improvements on procedures.

4. System Ticketing and Tracking

- Record events and problems and their resolution in logs
- Direct unresolved issues to the next level of support personnel
- Follow-up and update requestor status and information
- Pass on any feedback or suggestions by users to the appropriate internal team.

5. Networking and Infrastructure

- Maintain a good working knowledge of current infrastructure and future trends
- Maintain productive relationships with service providers to ensure that they meet expected requirements
- Proactively monitor CCL systems and identify performance issues

- Maintain and monitor all network, security and computer systems to meet the organisation's current and future requirements
- Test all changes to the network, hardware, software, and hosted applications.

Key Selection Criteria

- Experience or knowledge of IT and Computer Science
- BSc/BA in IT, Computer Science or relevant field desirable but not essential
- Ability to provide effective, efficient and friendly support
- Excellent interpersonal and communication skills with the capacity to engage with a wide range of people
- Well-developed Information technology and problem-solving skills
- Working knowledge of office automation products, databases and remote control
- Good understanding of computer systems, mobile devices and other tech products
- Ability to diagnose and resolve basic technical issues
- Driver's license essential.

Organisational Relationships

Reports to: General Manager, Digital Operations
Internal liaisons: Leadership Team, Regional Support staff, and branch staff
External liaisons: Service providers, library users, members of the community; schools, community groups and training providers

Accountability and Extent of Authority

- Authority to operate within established policies and procedures
- Work performed is within CCL guidelines and under general supervision
- Responsible for the quality and timely provision of customer support

Judgment and Decision Making

- Act in accordance with established policies and procedures
- Guidance and advice is available from General Manager Digital Operations.

Specialist Skills and Knowledge

- Customer service skills
- Familiarity/awareness of the resources available in CCL services
- Knowledge and ability to apply CCL policies and procedures
- Understanding of the function of the position within its organisational context and goals of Casey Cardinia Libraries
- Knowledge of safe work practices for circulation work and branch operations
- Experience working with computers, photocopiers, information technology and social media
- Ability to source information across varied platforms
- Knowledge of library computer system with an emphasis on circulation and catalogue functions

Managerial Skills

- Skills in managing time, planning and organising own work so as to achieve specific and set objectives efficiently
- Ability to implement personnel practices including those related to equal opportunity, occupational health and safety and training and development

Interpersonal Skills

- Capacity to engage positively with members of the community and staff
- Ability to work with frustrated community library users in a friendly and respectful manner
- Approachability and awareness of users' needs
- A flexible approach to work and capacity to adjust to changing priorities

Qualifications and Experience
- Experience or knowledge of IT and Computer Science
- BSc/BA in IT, Computer Science or relevant field desirable but not essential
- Helpdesk/support or customer service experience desirable
- Current Victorian driver's license

Conditions of Employment
Conditions of employment are as per the Casey Cardinia Library Enterprise Agreement, Corporation policies and procedures and the letter of offer.
- **Employment Status –** Prior to commencement of duties the successful applicant must provide proof of permission to work in Australia
- **Health Declaration –** the preferred applicant will be required to complete a Health Declaration form as part of the conditions of employment
- **Hours –** include rostered days based on the 38 hour a week employment model
- **Multiskilling –** The employee may be directed to carry out any duties within the limit of his/her skills, competence and training, provided that such duties do not promote a narrowing of their skill base
- **Qualifying Period –** As per the Fair Work Act 2009 and Regulations – 6 months
- **Recreation Leave –** Annual leave must be taken at times that are mutually agreeable to both employee and employer, within twelve months of it falling due
- **Risk Management –** Employees are responsible for taking all reasonable steps to ensure they are aware of the inherent risks associated with their work and for taking appropriate action to minimise or eliminate such risks
- **Sick Leave –** A medical certificate may be required for any absence and must be provided for sick leave exceeding three working days or absence on the working day before or after a rostered day off (if applicable), annual leave, LSL or public holiday
- **Smoking –** Smoking is prohibited within all Library buildings and in Library vehicles
- **Working with Children Check –** mandatory (Child Safe Standards 2017)

Inherent Physical Requirements
It is important that an employee understands the physical requirements involved in carrying out the duties of the positions.

Requirements	Frequency		
Passive	Possible	Occasionally	Regularly
Ability to stand for extended periods for the purpose of using a computer		✓	
Ability to sit for extended periods for the purpose of using a computer, travelling to various locations and attending a range of meetings			✓
Ability to read computer screens and fine print on documents for the purposes of researching various policy options			✓

Ability to communicate clearly both verbally and written			✓
Manual Handling			
Repetitive arm movements and manual dexterity for undertaking computer work and handling documents and files			✓
Issue and return of library materials using scanners and docket printers		✓	
Lifting of stock and library materials onto and off shelving		✓	
Pushing book trolleys	✓		
Lifting and moving of boxes and files on a regular basis		✓	
Agility			
Bending and stretching, including knee bending			✓

Note: _This template does not represent an exhaustive account of all job factors however it forms a basis to guide staff and medical professionals as to the activities for which a personal capability must be sustained._

All staff is reminded that they should follow Health and Safety regulations and the Corporation's Health and Safety Manual Handling Policy when performing their duties.

Staff Member:

Signature:

Date:

Authorised: Janine Galvin (General Manager, Organisational Development)
Date: March 2022