



**POSITION:** Digital Support Officer  
**CLASSIFICATION:** Band 3  
**REVIEW DATE:** February 2025

## Connected Libraries

Connected Libraries (CL) is a large Not for Profit public library service in Southeast Victoria providing services to community in the City of Casey. We are funded by Casey Council and the State Government. We support a rapidly growing and diverse community of more than 392,000 people.

Our libraries are located at Cranbourne, Doveton, Endeavour Hills, Hampton Park, Bunjil Place - Narre Warren, and a Library Lounge at Cranbourne West Community Hub. We have Library Lockers available at Cranbourne West, Manna Gum Family and Community Centre and Orana Community Place.

## Our Vision

Inspiring spaces where everyone is free to discover possibilities.

## Our Values and Guiding Behaviours

### Connection

- We create spaces where people feel that they belong
- We find ways to share our common humanity, interests and passions
- We strive to be fully present and intentional in our interactions with others

### Creativity

- We love learning and trying new things
- We challenge the status quo if we believe a better way is possible
- We support different ideas and allow others to give things a go

### Enrichment

- We look for ways to empower others to learn and participate
- We strive to provide experiences that enhance the quality of a person's day and life
- We provide opportunities for people to explore what is possible

## 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

### Humour

- Humour helps us to connect with each other
- We like to laugh, bringing smiles to other people
- We use humour to break down barriers and create a positive experience for everyone

### Kindness

- We are mindful of peoples feelings
- We are kind and compassionate and look for the best in others
- We are accountable for our own behaviour and appreciate the differences in others

### Teamwork

- When we all contribute we excel
- We play to each others strengths
- We can achieve our goals together

- 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 Summary

The Digital Support Officer role presents an excellent opportunity to enhance the quality, customer experience, and ongoing success of our library community services. This position demands initiative, teamwork, and a focus on reusable solutions, all while adhering to ITIL best practices.

As a Digital Support Officer, you'll be responsible for assisting end-users and ensuring the seamless operation of IT systems and services across Connected Libraries. Your tasks will include troubleshooting hardware and software issues, managing service requests, and maintaining high standards of customer service. The role also requires effective collaboration with various stakeholders, such as end-users, vendors, and team members, to ensure smooth IT operations and improve service delivery.

## Position Objectives

### Operational

- Deliver innovative and customer-focused services in line with CL's vision, values, and strategic goals
- Actively engage with library staff to support the effective use of technology
- Provide both remote and on-site IT support to all Connected Libraries staff

### Strategic

- Contribute to the development of CL's library services to build capacity in our communities
- Support the achievement of CL's strategic objectives by contributing to planning and continuous improvement initiatives
- Participate in staff forums, training, and team meetings to drive innovation and improvement
- Foster relationships with schools, community organisations, and local government services

## Key Responsibilities and Duties

### 1. Support Services

- Assist end-users with technical issues related to business applications and systems
- Provide clear communication through various channels, including telephone, email, messaging, and ticketing systems
- Coordinate with vendors and third-party providers to resolve technical problems when necessary
- Troubleshoot and resolve hardware, software, and networking problems
- Configure, deploy, and maintain hardware, including laptops, desktops, printers and peripherals
- Monitor system performance and resolving of basic issues related to availability and network connectivity
- Develop and maintain documentation for support procedures and knowledge base articles
- Provide support for telecommunication systems, including VoIP and Microsoft 365 account
- Assist with IT projects, such as system rollouts, migrations, and upgrades
- Guide staff through the troubleshooting process and adhere to established policies and procedures
- Work within designated timeframes to resolve issues and escalate incidents as needed

### 2. Technological Services

- Diagnose and resolve common PC issues
- Troubleshooting and resolve telephony issues (VOIP and mobile)
- Identifying and fix printer and peripheral device problems
- Network troubleshooting for LAN/WAN/Wireless environments
- Microsoft Windows (11, 10) support
- Microsoft Intune administration
- Microsoft Azure backup and restore processes
- Microsoft 365, including Office Suite, Teams, SharePoint, and OneDrive administration



- Sirsi Dynix Library Management System support

### **3. System Ticketing and Tracking**

- Ticket triage – ensuring tickets are categorised and labelled correctly, tags are in place, and information is complete prior to starting work or escalation
- Record incidents, problems, changes, resolutions and workarounds in Service Desk Ticketing System
- Direct unresolved issues to the next level of support personnel
- Regular communication with requestor regarding status of ticket/s
- Pass on any feedback or suggestions by users to the appropriate internal team
- Adhere to Information Technology Infrastructure Library (ITIL) based methodologies for resolution

### **4. Networking and Infrastructure**

- Maintain a good working knowledge of current infrastructure and future trends
- Maintain computer systems to meet the organisation's current and future requirements as directed by senior team staff

### **Selection Criteria**

- Experience or knowledge of IT and/or computer science
- Excellent interpersonal and communication skills, with the ability to engage a diverse range of people
- Strong problem-solving skills and technical aptitude
- Experience with office automation products, databases, and remote support tools
- Capacity to diagnose and resolve technical issues
- Strong attention to detail and analytical skills
- Strong Documentation and organisational skills
- Current Working with Children Check
- Valid Victorian Drivers Licence

### **Organisational Relationships**

Reports to: Digital Support and Analytics Team Leader

Internal liaisons: Leadership Team, Digital Operations Team, Regional Support staff, and branch staff

External liaisons: Library members, members of the community, schools, vendors, external Library Service staff, community groups and training providers

### **Accountability and Extent of Authority**

- Authority to operate within established policies and procedures
- Work performed is within CL 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 Digital Operations Manager.

### **Specialist Skills and Knowledge**

- Customer service skills
- Familiarity/awareness of the resources available in CL services
- Knowledge and ability to apply CL policies and procedures
- Understanding of the function of the position within its organisational context and goals of Connected Libraries
- Knowledge of safe work practices for circulation work and branch operations
- Experience working with computers, photocopiers, and information technology



- Ability to source information across varied platforms

### 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, staff and vendors
- Ability to work with frustrated system 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
- Experience managing and maintaining intranet site (Microsoft SharePoint desirable but not essential)
- Experience with Library Management Systems (Sirsi Dynix desirable but not essential)
- Helpdesk/support or customer service experience desirable

### Conditions of Employment

Conditions of employment are as per the Connected Libraries Enterprise Agreement, 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 day, evenings and weekend shifts and are based on the full-time 35 hour a week employment model
- **Multiskilling** - The employee may be directed to carry out any duties within the limit of their 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
- **Personal 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		
	Possible	Occasionally	Regularly
<b>Movement</b>			
Ability to sit or stand for extended periods			✓
Change Posture (e.g. move from sitting to standing)			✓
Use stairs	✓		
Bend or Twist the Back		✓	
Movement of Neck			✓
Climb (e.g. ladders)		✓	
Crawling		✓	
Kneeling or Squatting		✓	
Repetitive Movements of the Hands/Arms			✓
Keyboard/Mouse use for extended periods			✓
<b>Strength</b>	<b>Possible</b>	<b>Occasionally</b>	<b>Regularly</b>
Lift from Floor Height: 2kg to 11kg			✓
Lift from Waist Height: 2kg to 11kg			✓
Lift above Shoulder Height: 1kg to 2kg			✓
Carry Loads: 2kg to 11kg			✓
Push/Pull loads: 2kg to 11kg			✓
Lift/Carry Awkward Size Loads			✓
Reach for Objects			✓
Work with Arms above Shoulder Height		✓	
<b>Vision</b>	<b>Possible</b>	<b>Occasionally</b>	<b>Regularly</b>
PC Monitor Use			✓
Reading			✓
<b>Auditory</b>	<b>Possible</b>	<b>Occasionally</b>	<b>Regularly</b>
Speaking			✓
Listening			✓
Use of Telephones / Headsets			✓
<b>Equipment</b>	<b>Possible</b>	<b>Occasionally</b>	<b>Regularly</b>
Drive Standard Vehicle (Car/Van)			✓
Operate IT Equipment			✓

*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 are 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:**

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**Signature:**

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**Date:**

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**Authorised:** Janine Galvin (General Manager, Organisational Development)

**Date:** February 2025