

POSITION DESCRIPTION

POSITION:	Digital Technologies Coordinator
LOCATION:	Regional Library Support Centre, Level 4, Geelong Library & Heritage Centre
AWARD CLASSIFICATION:	Band 6
POSITION DURATION:	Permanent Part-time
HOURS OF DUTY:	45.6 hours per fortnight
CONDITIONS OF EMPLOYMENT:	Geelong Regional Library Corporation Enterprise Agreement (2013) and its successors
OCCUPANT:	Vacant
APPROVED BY:	Chief Executive Officer
DATE:	9 November 2017

POSITION OBJECTIVES

Support the provision of robust and current website, intranet and mobile communications platforms and software including the development where applicable

Update and maintain current web technologies software to enhance content and enable user content management

Identify and recommend emerging technologies critical to the design and delivery of responsive library and heritage services

Support the Information Services Team to develop and deliver staff training programs to support high levels of competency in digital technology and information services across the library network

Plan, develop and implement new technologies under the supervision of the Manager, Digital Services that meet GRLC staff and library user needs

Ensure the functionality of the website and social media applications address the Library's corporate communication needs and supports the Manager, Marketing and Communications and other stakeholders to deliver on relevant strategic actions

Contribute to GRLC's forward planning processes particularly in relation to, but not limited to, Digital Services

Fulfil the objectives of GRLC in accordance with approved plans, policies, procedures and guidelines.

ORGANISATIONAL CONTEXT

The Geelong Regional Library Corporation is one of Victoria's largest library networks covering some 5,500 square kilometres providing library and heritage services to four councils: Borough of Queenscliff, City of Greater Geelong, Golden Plains Shire and Surf Coast Shire.

The network comprises a Central Library located in the heart of Geelong's cultural precinct, a group of fifteen Community Libraries in urban, rural and coastal locations, two mobile library services and a community library service.

ORGANISATIONAL RESPONSIBILITIES

To contribute to the achievement of the vision, mission and goals through the strategies and actions articulated in the Library Plan

To adopt and model GRLC's values embodied in the service principles articulated in the Library Plan:

- Intellectual freedom
- Equity and access
- Community focus and engagement
- Innovation
- Collaboration
- Workforce support and development
- Integrity and service excellence
- Good governance

To contribute to a creative, flexible and resilient Business Systems and Innovation team and Geelong Regional Library Corporation team.

To work according to the Library's values and service principles 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, Digital Services
Directly supervises:	N/A
Internal Liaisons:	All staff
External Liaisons:	Library users Victorian public library colleagues External suppliers, contractors and service providers

KEY RESPONSIBILITIES

1. Digital Services/Information Technology

Develop and maintain the ongoing operation of the Library's website, intranet and Geelong Heritage Centre's digital platforms.

Provide specialist ICT support on the specification, design, development, implementation and maintenance of corporate web systems, business systems, digital platforms and software

Coordinate digital content on all library platforms in liaison with library teams, such as Collections Access, Events and Programs, Marketing and Communications, the Heritage Centre and Library Branch Teams

Monitor system data integrity through developed audit control procedures

Participate in internal and external user group activities to investigate emerging technologies and/or alternative approaches to Internet digital applications

In conjunction with specialist staff, develop and deliver in-house digital services and information services training and professional development programs

Support the delivery of the corporate communications strategic plans through the marketing capacity of the website and social media

Contribute to business reporting through timely provision of data related to web analytics, including production of reports, documents and statistics on Internet/Intranet usage and issues

Develop, maintain and promote the Intranet to ensure its productive use as a corporate communications network and knowledge base for use by all staff

Respond to the IT Help Desk requests related to Internet/Intranet

Coordinate the Intranet knowledge base for training and induction

Engage and mobilise library systems users and specialist staff to participate in reviews and improvements of ICT/digital systems.

2. People and Teams

Proactively cultivate and maintain strong team relationships amongst colleagues to enable forward thinking, creativity and innovative ICT solutions

Participate in the Collection and Technologies Access Team projects, their design and implementation

Within the scope of this role, perform duties required by various library teams such as Collection & Technologies Access, Library Services & Customer Experience, The Geelong Heritage Centre, Marketing & Communications and Events & Programs

Contribute to the successful operation of GRLC by assisting colleagues and management to meet the organisational objectives, goals and strategies of corporate plans

Model professional awareness through sharing of current professional reading of relevant literature and attendance at targeted professional development opportunities.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

Under the direction of the Manager, Digital Services, the position is accountable for maintaining the Library's Intranet and website, digital platforms and software on a day to day basis

Decision making is within library policies, objectives and budgets. Regular consultation with and reporting to the Manager, Digital Services will inform decision making.

JUDGEMENT AND DECISION MAKING

The nature of the work is specialised and involves resource management and problem solving through methods, procedure and processes developed from theory or precedent

Guidance from the Manager, Digital Services is available.

SPECIALIST SKILLS AND KNOWLEDGE

Demonstrated sound knowledge and expertise in current web technologies, communications platforms and applications

Demonstrated knowledge and understanding of the inter-relationship between electronic resources, communication platforms and customer service (internal and external)

Ability to research and plan for emerging ICT/digital systems and processes

Ability to develop and coordinate innovative technology programs for library users and staff development.

MANAGEMENT SKILLS

Appreciation of the mission and vision of the Corporation and ability to contribute to strategic planning processes and continuous improvement within the Library's strategic and policy context

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

INTERPERSONAL SKILLS

Highly developed interpersonal and written communication skills

Ability to gain cooperation and agreement whilst developing and maintaining partnerships with key stake holders

The ability to work within a team with enthusiasm and flexibility to achieve quality outcomes that contribute to the delivery of the Business Systems and Innovation Strategic Plans and the plans of various other GRLC teams.

QUALIFICATIONS AND EXPERIENCE

Tertiary qualification in IT or a relevant field

Current Victorian Drivers Licence

KEY SELECTION CRITERIA

Tertiary qualification in IT or a relevant field

Specialist IT knowledge and hands on experience in the specification, design, development, implementation and maintenance of corporate web systems and digital platforms and software

The ability to communicate specialist and detailed ICT/digital services expertise in a clear, succinct and correct verbal and / or written presentation

Experience in provision of analytical data including production of reports, documents and statistics on website and intranet usage and issues

Ability to effectively plan, organise and manage own time to achieve targets within a set timetable

The ability to work within a team with enthusiasm and flexibility to achieve quality outcomes that contribute to the delivery of the Business Systems and Innovation Strategic Plans and the plans of various other GRLC teams

Demonstrated understanding of the role of public libraries in the community and their contribution to promoting digital inclusion

Current Victorian Drivers Licence.

TERMS AND CONDITIONS

The Digital Technologies Coordinator is classified as a Band 6 within the Geelong Regional Library Corporation Enterprise Agreement 2013 and the salary is currently \$77,960 to \$84,434 pro rata plus 9.5% superannuation.

Vision Super scheme is the default fund determined in the Enterprise Agreement. Annual, sick and long service leave accruals will apply pursuant to the Enterprise Agreement.

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

A six month probationary period applies.

SPECIAL CHARACTERISTICS

In line with operational requirements, work may be rostered at any service location within the Corporation and a component of evening and weekend may be required.

Physical work and manual handling is an intrinsic requirement of working in libraries. This includes standing for significant periods of time, continuous activity that involves movements such as lifting, bending, carrying and pushing.

JOB APPLICATION GUIDE

All applicants should carefully read the **Job Application Guide** located on the Employment Page of GRLC's website which provides further information and outlines the requirements when applying for a job with GRLC.

CLOSING DATE FOR APPLICATIONS

26 November 2017.