ROLE PROSPECTUS

Tech Support Officer

Lilydale Library

Authorised by:

Joseph Cullen
Chief Executive Officer

Introduction

Dear Applicant

Thank you for taking the time to read this Prospectus for the role of Tech Support Officer (TSO) with *Your Library*.

This is a Full-time position 35.00 hours average per week, currently rostered to our Lilydale Library and includes a 1 in 3 Saturday Roster and a night shift roster (Wednesday night) until 8pm.

Books are here to stay but to access the world of information requires an affinity with technology. To be a successful TSO you must have customer service skills, love working with people and an affinity with technology. Library customers can ask for help at any time of the day and we cannot pre-determine their questions, their devices or even their own capabilities. More often than not they have been told by a friend that the "lovely person at the library will help" – so be prepared.

Your team colleagues often look to you for support. You manage and facilitate weekly booked one-on-one sessions for developing technology literacy skills. These sessions may not necessarily be held in the library e.g. sessions could be provided at Aged Care Facilities. You may be asked to lead TSO sessions about a variety of technology devices in bigger group sessions again not necessarily in the library.

Ability to train and provide the impetus to learn is essential. Train the Trainer training is provided.

To ensure success you need to build an excellent working relationship with your team, colleagues and the wider regional network of fellow TSOs. You support in-house technology training programs – you are your branch champion.

You also provide first point of contact customer service. You undertake routine library tasks, keep the library looking attractive and inviting, and assist library staff as required.

You must:

- Have a love of working with people, high-level interpersonal skills and emotional intelligence.

- Be prepared to muck in when your team needs you, from setting up tables and chairs for events, participating in festivals to returning and shelving library materials.

Your job is always changing and we encourage you to take the initiative and to give it your best.

Some important advice

- Keep your video to three (3) minutes

- Tell us about you in the video.

  - What makes you passionate and determined?

  - What excites you in a job? What excites you in life?

  - Why do you think the position of TSO would be a good fit for you?

Feel free to phone Christine, our Corporate Manager Operations (9800 6402), or Chantell Harriss Manager Branch Services (9800 6414) to find out more about the job before you apply.

Regards

Joseph Cullen

CEO

Your application

If you decide to apply for this exciting role, please include in your email application:

- Your Curriculum Vitae.

- A separate document that addresses the key selection criteria listed below.

- A three-minute video that demonstrates your strengths, personality and what you can bring to our organisation.

Applications that do not include all of these components may not be considered.

Eastern Regional Libraries also reserves its right, using its sole discretion and assessment, not to interview an applicant based on their application.

Late applications will not be accepted.

Applications close 5pm Sunday 13 February 2022.

Applications should be sent to:

Email: jobs@erl.vic.gov.au

Hard copy applications will not be considered.

Key selection criteria

Please detail your experience (200 words limit per criteria):

a)   How would you ensure that the community receives a positive customer service experience at our libraries?

b)   What are your go to technologies and why?

c)   How would you promote digital literacy in the community and within your team?

Timelines to appointment

Action	Date
Closing time & date	5pm Sunday 13 February 2022
<u>**Group assessment**</u> Applicants may be formed into teams and asked to complete short projects that demonstrate their skills and teamwork	Week commencing 21 February 2022
<u>**Interviews held**</u> (if necessary)	Week commencing 28 February 2022

Position Title	**Tech Support Officer (TSO)**
Status	Permanent Full Time 35 hours per week average
Classification	Band 4 Level A-D
Salary Range	$66,620-$72,496
	The Superannuation Guarantee Levy of 10% will be paid on the employee's behalf
Date	January 2022

The Position

The Tech Support Officer (TSO) provides a responsive interface between the community and the Corporation through a number of service environments:

a) By providing support and programs to both staff and customers in the effective use of computer software and hardware.

b) Supporting the implementation of technology, eResources and eServices throughout the library. Ensuring our staff and customers have the skills to access information and the "how to" knowledge to access all new emerging platforms.

The TSO understands, and implements, personnel practices including those related to Equal Employment Opportunity, Occupational Health and Safety and employees' development.

Organisational Relationships

The TSO directly reports to the Branch Manager/Team Leader.

The TSO is a member of the ERLC TSO Team under the leadership of the Manager Digital Services who is responsible for programming, content management and supporting our TSO Team in achieving best practice.

Other relationships include (but not limited to):

Internal:	External:
• Chief Executive.	➤ Knox, Maroondah and Yarra Ranges Councils, Councillors and staff.
• Corporate Managers	➤ Local communities and groups (including businesses) of the three-member Councils — both users and non-users of library services.
• ERLC employees	➤ Educational institutions and regional organizations.
	➤ Professional organizations and groups.

Corporate Management Team

Joseph Cullen   Chief Executive Officer

Sarah Hopkins   Corporate Manager Customer Experience

Premal Niranjan   Corporate Manager Business & Technology

Christine Smith   Corporate Manager Operations

Responsibilities

Program Delivery

The TSO:

a) Delivers, as rostered, both staff and customer orientated training programs in order to achieve an e-related lifelong learning outcome, address a digital divide issue or enhance eResources usage - ensuring sessions are brilliant and engaging.

b) Delivers general and specific learning programs for staff, community organisations and customers including but not limited to branch technology; internet; using mobile devices; social media; digital resources and other emerging technology needs as proposed by customers.

c) Selects the appropriate style and presentation methods for delivery of training, based on an understanding of adult learning principles.

d) Fosters a positive learning atmosphere, one that respects and values diversity.

e) Continually provides support to customers with IT-related questions or problems.

f) Is an active participant of the TSO Team and participates in meetings and training sessions.

g) Supports the proactive promotion and marketing of eResources and eServices within both the branch and the community.

h) Continuously develops own personal awareness of current and emerging TSO trends and other technologies.

Information Technology Support Duties

The TSO:

a) Troubleshoots computer and equipment problems, including PCs, printers/ photocopiers, RFID equipment, communications equipment and computer software.

b) Takes appropriate action to rectify the problems and log any I.T. problems on the Intranet when I.T. support is required.

c) Monitors self-check and other RFID equipment and notifies I.T. Team of any enhancements needed or flags issues for escalation.

d) Liaises with the Business & Technology Team on computer hardware and software issues in the branch.

Customer Service Duties

The TSO:

a) Continually greets, approaches and assists customers throughout the library.

b) Takes responsibility and shows personal initiative in providing excellent customer service .

c) Ensures consistent customer service delivery that positively reflects on the reputation of our organisation.

d) Ensures that the community receives a positive customer service experience at our libraries.

e) Performs a range of rostered library operations that support customers in a self-service environment based on a high level of knowledge of library products and services including circulation and collections.

f) Aids and advises customers in locating and obtaining information, referring to specialist staff or alternative sources of information when necessary.

Community Outreach Support

The TSO:

a) Provides on-going customer service orientation to promote library services by actively encouraging an interest in reading and literacy to all ages – a positive approach to literacy throughout the community.

b) Participates in the development and delivery of activities and programs that support the library as a place for reading, learning and community.

Collections and Technology

The TSO:

a) Ensures that the branch collections reflect current community needs.

b) Continually reviews the collections for discards, repairs, replacements and subject deficiencies.

c) Develops and maintains a thorough understanding of the functions of the library management system and other technologies including all necessary policies and associated tasks.

d) Assists with promotion of electronic databases, virtual library services, information and literacy skills to all library members.

e) Consults with IT support staff as necessary to ensure IT equipment is functioning properly.

Other Duties

The TSO:

a) Provides high quality operational and administrative support to the Branch Manager/Team Leader.

b) Provides day to day guidance to branch library staff.

In consultation with the Branch Manager/Team Leader

The TSO:

a) Provides support on the planning of and implementation of on-going branch programs and activities.
b) Effectively communicates and follows up with other team members in meeting the specific needs and expectations of customers as required.
c) Ensures staff / workroom/ customer service areas are neat and tidy and provide a welcoming environment for both staff and library customers.
d) Performs a range of general branch duties as rostered (include but not limited to):
   - Courier deliveries.
   - Shelving, tidying and shelf-reading library collections.
e) Actively contributes to a positive team environment by participating in planning, staff meetings and attendance at training.
f) In consultation with the Branch Manager/Team Leader, makes decisions on matters regarding the routine day-to-day function of the branch.
g) Is responsible for, and when necessary, adjusts branch daily roster to reflect the day's work needs.

The TSO:

a) Provides leadership and oversees effective branch operations in the absence of the Branch Manager/Team Leader within established policies and procedures.

b) Assumes responsibilities for the operation and security of the branch as rostered within given guidelines and with scope to exercise some discretion.

c) Supervises, organises and directs other staff.

d) Is responsible for the workflow of all service points, ensuring OH&S standards and work practices are maintained.

e) Deals with and resolves customer complaints and difficulties in the absence of the Branch Manager/Team Leader according to library procedures.

The TSO Officer is also required to carry out other such duties as are within the limits of the employee's skills, competence and training. These are discussed and agreed on as part of the Annual Staff Development and Performance Appraisal Program.

Rostering

The incumbent must have rostering flexibility to attend events and programs and to work at other locations as required; this may include evenings and weekends. Appropriate penalty rates are paid when applicable.

Authority and Accountability

The TSO acts under supervision:

a) However, generally requires limited supervision and is responsible for managing their own work.

b) Seeks guidance on unusual aspects of the work or when priorities or competing demands become unclear.

c) Complies with all OHS policies, procedures and requirements and takes reasonable care to protect their own health and safety and that of others in the workplace.

d) Is accountable for the highest standards of courtesy, responsiveness, accessibility, follow up, communication and teamwork.

Judgement and Problem Solving

The TSO under guidance and supervision:

a) Has the authority to make decisions on matters regarding the routine day-to-day function of the library.

b) Decisions of a non-routine or politically sensitive nature must be referred to a Branch Manager/Team Leader.

c) Ensures established corporate policies and procedures are followed in day-to-day work.

d) Uses the library services systems, and where appropriate refers to management to facilitate decision making.

Specialist Skills and Knowledge

The TSO requires:

a) Knowledge of and interest in technology and systems as they apply to a public library environment or customer service industry.

b) Strong digital literacy and understanding of digital resources and how to make them available to staff and the community through programs and training.

c) Knowledge of e products and technological trends.

d) The ability to utilise flexible, blended and distributed learning techniques to meet the changing needs of staff and community groups.

e) Supervision, training and learning principles (Train the Trainer or similar certification or experience).

f) Ability to diagnose and troubleshoot problems related to personal computer hardware/ software.

g) Ability to seek creative solutions to a wide range of issues and challenges.

Management Skills

The TSO requires:

a) Skills in managing own time and work, including setting priorities, planning and organising to achieve set objectives or program delivery within a specified timeframe. However, when priorities conflict or are unclear they should seek clarification and guidance from the Branch Manager/Team Leader.

b) Ability to achieve agreed strategies to ensure that specific objectives in relation to TSO opportunities are delivered.

c) Understanding of the library service's personnel practices including EEO and OH&S.

Interpersonal Skills

The TSO has:

a) Well-developed written, oral and presentation skills.

b) A flexible approach to work and changing priorities.

c) Interpersonal skills that enable working with people at all levels and motivating others.

d) Problem-solving and negotiation skills.

e) Personal commitment to improving own knowledge and skills.

Selection Criteria

a) Library qualification (which confers eligibility for professional membership of the Australian Library and Information Association), **or** demonstrable experience in a similar role.

b) Certification in "Train the Trainer" programs or basic training skills is desirable.

c) Ability to work independently with excellent time management skills to organise a diverse workload, set priorities and follow projects through to completion.

d) Proven expertise in the technological area and its potential relevance in public libraries or proven and current knowledge of technology including online resources, mobile device technology, social media applications and emerging technologies.

e) Ability to provide IT support in a customer service environment.

f) Knowledge of the Corporation's library services, products and collections, or the capacity, with training, to gain such knowledge in a short period of time.

g) Flexibility to be rostered to work through all service locations is essential.

General Employment Conditions

Conditions of employment for the TSO are generally as per the Eastern Regional Libraries Enterprise Agreement, Corporation policies, guidelines and procedures.

The TSO:

1. Performs the duties of the position [refer to the Position Description].

2. At all times complies with the terms of these employment conditions, the Enterprise Agreement, and any Industrial Instrument which applies to the Officer.

3. Complies with relevant Corporation Policies and Codes of Conduct as in force from time to time.

4. Is accountable to the Chief Executive Officer or their delegate.

5. Devotes the Officer's whole time and attention to the duties during the hours reasonably required to properly perform the duties.

6. Carries out all lawful instructions and directions of the Chief Executive Officer, or their delegate.

7. Carries out and performs the duties lawfully and to the best of the Officers' ability and judgment and to the satisfaction of the Chief Executive Officer or their delegate.

8. Promotes the aims and objectives of the Corporation.

9. At all times complies with the provisions of the Local Government Act (the Act) and any other legislation applying to matters within the scope of the TSO 's employment.

10. Attends such meetings of the Corporation and Corporation Committees as may be necessary or as directed by the Chief Executive Officer other than when on approved leave.

Specific Employment Conditions

The TSO is employed on the basis of these job specific conditions:

1. The ordinary hours of work are thirty-five (35) hours per week or 140 hours worked over 4 weeks together with such reasonable additional hours as may be necessary for the performance of the duties.

2. The incumbent can accrue an Accrued Day Off in every four-week roster period. Accrued Days Off can be banked up to maximum of three (3) days.

3. This position has a primary location roster. However, due to the nature of the position and training needs while every attempt is made to provide roster notification in accordance with the Corporation's Enterprise Agreement (EA), the incumbent accepts that in some circumstances the roster may be changed without notice and any such change does not invoke any other provision of the EA in respect of overtime or penalties.

4. The incumbent must have rostering flexibility to attend training events and programs; this may include evenings and weekends. Appropriate penalty rates are paid when applicable.

5. Branch Work: This position is rostered to maximise the percentage of total available hours spent on customer contact-related activity i.e. attending to customers either on the library floor or the Customer Service Desk.

6. All branches have an allocated staff roster, however, depending on the branch location and situation for periods of leave and community outreach one staff only may be on duty at the branch to provide customer service from the Library. The Working Alone Policy is adhered to in these situations.

7. Availability for night shift/s.

8. Availability for Saturday Roster.

9. Eligible to apply to work on a Sunday roster and Saturday Overtime as advertised.

10. Availability to work in emergency and relief situations from time to time at any service points within the region. Ability to work additional hours as rostered (no more than 70 hours in a fortnight).

11. Availability to attend all relevant staff training programs.

12. Must hold a current Driver's Licence and have access to a private car.

13. Must hold a current Working with Children Check.

14. Must be fully vaccinated against COVID-19, the disease caused by the virus SARS-CoV-2, unless they have an acceptable certification from a medical practitioner that they are unable to receive a dose. You will be required to show evidence of your vaccination or exemption before you commence employment with ERL. All vaccinated employees must also undergo a booster vaccination where this is recommended or mandated by either the Federal or State Governments.

15. All employees must also be vaccinated in accordance with any future directions from the Chief Health Officer under emergency powers arising from a declared state of emergency, unless they have an acceptable certification from a medical practitioner that they are unable to receive a dose.

Expenses Payable by the Corporation

The Corporation must meet the following expenses:

1. Reimbursement or payment of the reasonable costs of the TSO attending conferences, seminars, in-service training courses and study as approved by the Corporate Manager – Operations as reasonably necessary to enable the TSO to perform their duties.

2. Reimbursement or payment of the reasonable costs necessarily incurred by the TSO as a result of performance of their duties, including use of a private vehicle for work duties.

The Corporation may require reasonable documentary evidence of expenses before meeting those costs.

Conflict of Interest

The TSO must not engage in any additional business or employment which conflicts with the interests of the Corporation, the requirements of the position, or the ability to perform their duties.

If there is any risk of such a conflict occurring, the TSO must immediately notify the Chief Executive Officer and obtain the Chief Executive Officer's written consent to engage or continue in that additional business or employment.

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. The physical requirements (amongst others) are listed below.

Physical Requirements of Position

Daily work is mainly performed in an office setting, with exposure to those conditions normally expected to be encountered in an indoor environment. The work environment may include uneven surfaces and stairs.

Specific requirements of the role include:

- Moderate to strenuous physical demands, consisting of the ability to sit, stand, stoop, reach, bend, climb, lift and pull using safe manual handling practices.
- Ability to lift and carry light loads.
- being able to:
    - See and hear in the normal range, with or without correction.
    - Communicate well both verbally and in written form.
- Stamina to work long hours, if assigned.

Pre-existing Injury/Illness

ERLC needs to be aware of any pre-existing injury/illness that would affect the employee's ability to safely and durably perform the inherent requirements of the job.

The employee must notify ERLC in writing of any pre-existing injury/illness that may be affected by the inherent requirements of this position.

Failure to disclose relevant information in regard to a pre-existing injury/illness that might be affected by the nature of the proposed employment could result in that injury/illness not being eligible for future compensation claims. [See section 82(8) of the Accident Compensation Act 1985].

Probationary period

An initial six (6) month Probationary Period applies to the position. While ERLC makes every effort to achieve a successful outcome to the Probationary Period through constant feedback, ERLC reserves its rights not to appoint the employee to this role.

The Probationary Period may be extended for a further period of six (6) months, if in the opinion of ERLC this is required, before considering the permanent appointment of the employee to the role.

Your Library

Eastern Regional Libraries Corporation (operating as *Your Library*) provides library services to Knox City Council, Maroondah City Council and Yarra Ranges Council.

Together, the three municipalities cover a large geographic area in outer metropolitan Melbourne. They have a combined population of 440,136 and a diverse range of communities.

Municipality	Population	Area
Knox	162,116	114 km²
Maroondah	118,558	61 km²
Yarra Ranges	159,462	2,500 km²

The Eastern Regional Libraries Corporation was established in 1996 by the Member Councils in accordance with the *Local Government Act 1989*.

The Board governs the Eastern Regional Libraries Corporation in accordance with the relevant provisions of the Local Government Act, the Regional Library Agreement and other adopted policies and procedures.

The day-to-day management of Eastern Regional Libraries Corporation is the responsibility of the Chief Executive, supported by the Corporate Management Team.
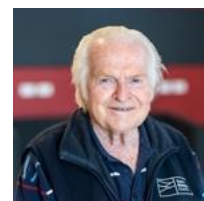
Your Library Board

The Board is made up of two nominated Councillors from each of the Member Councils.

Cr Yvonne Allred
Knox City Council

Cr Tasa Damante
Maroondah City Council

Cr Len Cox
Yarra Ranges Council

Cr Marcia Timmers-Leitch

Knox City Council

Cr Kylie Spears

Maroondah City Council

Cr Fiona McAllister

Yarra Ranges Council

Our vision

Literacy and access for all – no one left behind!

Our mission

To provide something indispensable or enriching every day – ***for free*** – to everyone in the community.

Our partners

Your Library achieves our vision, mission and key directions by working in partnership with our Member Councils, other levels of governments, businesses, educators, charities, neighbourhood houses, learning centres and other not-for-profit organisations to progress our shared interest in achieving a better future for our communities.

Collaborations and partnerships are important enablers. They are a means to an end, not an end in themselves.

Our values

Our plans, decisions and actions are informed and guided by our values.

Fairness and equity: We are committed to advancing fairness and equity for all.

Social responsibility: We contribute to our community and demonstrate corporate and social responsibility.

Diversity and inclusion: We respect and celebrate the diversity of our communities. Acceptance and inclusion are at the core of what we do

Sustainability: We build the four pillars of sustainability into everything we do.

Agility and innovation: We are agile and responsive to changing community needs. We provide opportunities for people to be innovative through our services, spaces and collections.

The role of libraries

Libraries are more than just books. They contribute to social cohesion and connections.

Your Library has a huge front door, both physically and virtually. We provide valuable services to the wide range of our community members, at all ages and stages of their life. From storytime for babies and their caregivers, to homework clubs for teenagers, job search services for adults and delivery services to older residents in aged care, we cater for everyone.

Community wellbeing

While our local libraries maintain their traditional focus on literacy and learning, they also embrace their role as a crucial part of the social infrastructure for community wellbeing in a much more sophisticated and open way. We are part of an overall learning, literacy, entertainment and wellbeing landscape.

We support the health and wellbeing of our community through our collections, programs, information services, places and spaces, and partnerships. Our local libraries are safe spaces that provide community connections, access to resources and expertise in information provision.

We focus on physical, mental and social health. We challenge social isolation and support physical and mental health through opportunities for learning, connecting and participating. We contribute to improved individual and community health and wellbeing outcomes through supporting and complementing initiatives by our partners.

Economic benefits

The economic value of libraries is made up of both direct and indirect benefits to the community. Libraries provide direct benefits to marginalised and disadvantaged groups by providing them with access to government websites, advice and help. Indirect benefits include improved literacy skills, digital skills and improved career development outcomes.

Libraries are also essential for providing access to internet and online services. Research has shown that the free Wi-Fi provided by libraries leads to tangible developments in job opportunities, which are felt by the wider community through business development and increased cash generation.

Additional research shows that Victorian libraries contribute an estimated $328 million per year in economic activity, and generate $4.30 in benefits for every $1 invested.

Agility and innovation

As the world evolves and transitions into the digitalisation of information, so too do libraries. As the shutdowns associated with COVID-19 demonstrated, the value of a free and equal public institute that fosters healthy communities, creativity and support networks is more important now than ever.

During the pandemic, in a matter of weeks, we went from members collecting their items and attending events in branches to providing online orders, postal and courier delivery services, and online storytimes and other events.

Your Library continues to be agile and innovative to ensure we can adapt to our fast-changing world.