



Position Description

Position Title:	Technology & Digital Services Lead (TDSL)
Reports to:	Corporate Manager Business & Technology
Status:	Permanent Fulltime Position – 38 hrs per week
Department:	Administration
Classification:	Band 5 Level A-D
Employment Conditions	As per Your Library Limited Enterprise Agreement, company policies, guidelines, and procedures

The position

Technology & Digital Services Lead (TDSL) is employed by Your Library Limited (YLL).

The TDSL provides leadership to deliver high-quality technology and digital services outcomes for our community and staff. The role will maintain the company website and other customer facing digital services, working closely with Manager Business Systems.

The TDSL will also maintain the library digital collections and eResources working closely with Manager Collections.

The TDSL have no direct reports but have responsibility to coordinate and support Tech Support Officers (TSOs) across the region.

Organisational relationships

The TDSL operates under the auspice of the Corporate Manager, Business and Technology (CMBT) and works closely with the Corporate Manager Customer Experience.

Other relationships include (but not limited to):

Internal	External
<ul style="list-style-type: none"> Chief Executive Corporate Management Team (CMT) YLL staff 	<ul style="list-style-type: none"> IT Managed Services Provider Knox, Maroondah, and Yarra Ranges Councils, Councilors, Local communities of the three-member Councils — both users and non-users of library services Educational institutions & regional organizations Professional organizations and groups

Responsibilities

Accountability and extent of authority

The TDSL has the authority and freedom to act within established operational, policy and budgetary guidelines, with a regular reporting and support mechanisms.

The freedom to act is also governed by clear objectives and/or goals, frequent prior consultation with senior staff to ensure adherence to plans.

Judgement and decision-making

The TDSL may face problems/challenges of a complex or technical nature with solutions not related to previously encountered situations, and some creativity and originality is required.

The objectives of the work are usually well defined but the particular method, technology, process or equipment to be used must be selected from a range of available alternatives.

The work may involve solving problems, using procedures and guidelines and the application of professional or technical knowledge, or knowledge acquired through relevant experience.

The role evaluates and make recommendations for continuous improvement relating to technology, digital services, process improvements, events/program delivery and improving staff digital capabilities.

Guidance and counsel may be available within the time available to make a choice.

Specialist knowledge and skills

The appointee:

- requires an understanding of specialised technologies and digital services in a public library setting.
- Extensive web authoring and maintenance skills (WordPress, PHP, AWS, etc.) and the development of online content using a range of multimedia tools and applications.
- Ability to research, identify and recommend innovative emerging digital systems and technologies solutions.
- Knowledge of library digital collections and other eResources
- Ability to lead technology projects with guidance and support.
- Highly developed customer service skills with demonstrated knowledge of techniques to deal with a range of customers.

Management skills

The appointee requires skills in managing time, setting priorities and planning and organising their own work and, in appropriate circumstances, that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available, and within a set timeframe.

Inter-personal skills

The appointee:

- requires the ability to gain co-operation and assistance from stakeholders, members of the public and other employees.
- leads by example and instils confidence in team members and colleagues.
- is a problem solver with great analytical skills

Qualifications and experience

- a) A recognised degree or other relevant tertiary qualification in Technology or substantial relevant experience.
- b) Relevant experience and knowledge in maintaining library digital collections and eResources.
- c) Excellent communication, marketing, and social media skills
- d) Proven experience managing and maintaining complex websites and other online services.
- e) Good understanding and knowledge of Cyber Security and online safety.