

COMMUNITY TECHNOLOGY SUPPORT OFFICER

Our City Vision:

Port Adelaide Enfield is a welcoming, liveable City: made by people.

Our Goals

Thriving Community	Prosperous Economy	Clean And Green City	Places For People
<i>A City where people have the opportunity to connect and flourish</i>	<i>A City with a thriving economy that enriches its local community</i>	<i>A City that values its natural environment</i>	<i>An accessible City where people love to be</i>

Organisational Capability:

Our diverse workforce is resourced to deliver meaningful outcomes.
Our systems, processes and tools are contemporary and reflect leading practice.
Our assets and finances are managed with good stewardship.

We value our constructive workplace culture:

That is supportive, takes on challenges, seizes opportunity, builds great relationships and is proud of what we deliver for our diverse community. We inspire people to be creative, grow and learn. We place no limits on what we can achieve.

Our Organisational Values

Make a Difference We serve our community well <ul style="list-style-type: none">• Deliver public good• Improve the quality of people's lives• Community focussed• Deliver Council's City Plan	Grow & Improve We improve our work everyday <ul style="list-style-type: none">• Innovate• Continuously improve• Problem solve• Adapt & change• Engage the community• Shape the future	Better Together We collaborate & create to deliver meaningful outcomes <ul style="list-style-type: none">• Trust, honesty, integrity• Care & support each other• Work as a team• We celebrate success• We are accountable• Open communication
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POSITION DESCRIPTION

The position is:

Position Title	Community Technology Support Officer		
Department & Section	Community Development – Community Learning & Libraries		
Team	Technology		
Reporting to	Technology Leader - Libraries		
Positions Reporting to it	Nil		
Classification and Stream	MOA Level 3		
Position Number	5667	Prescribed Position:	YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>

How does this position contribute to our community?

- Supports access to information, technology, resources, programs, and lifelong learning opportunities.
- Promotes libraries and community centres as community places that are accessible, welcoming, flexible, innovative, creative, and participative.

What does the position do?

- Deliver customer service to library and community centre users across the City of PAE, ensuring that services are efficient, effective, and inclusive.
- Provide technology troubleshooting and advice for library and community centre employees and customers, including issues of limited complexity, with the ability to resolve problems or escalate complex issues as needed.
- Assist in the delivery of library programs and activities, ensuring they meet customer needs and expectations.
- Provide comprehensive support to library and community centre employees and customers on technology through guides, training, and on-the-spot assistance.
- Collate, verify and enter statistical data into database systems, ensuring data integrity and compliance with relevant standards and privacy policies.
- Serve as the first point of contact for technology-related issues, with a focus on resolving issues efficiently and minimising disruption to library services and community centre operations.
- Take initiative in reviewing, creating, updating, and maintaining systems guides, training materials, and standard operating procedures (SOPs) to ensure consistency and operational efficiency across library services and community centre operations.
- Delivery of minor library and community centre technology projects, including setting outcomes and objectives to ensure timely and successful project completion, with guidance available.
- Contribute to the implementation of digital literacy programs, supporting the community in improving their digital skills.
- Provide administrative and operational support for library and community centres technology projects, including raising purchase orders, invoice allocation, and ensuring compliance with internal processes.
- Collaborate with senior team members to ensure technology solutions align with library and community centre objectives and assist with complex issues where required.
- Work flexibly across different library and community centre locations as required.
- Work some out of hours, evenings, and weekends to support continued service delivery.
- Other reasonable duties as required to support the effective operations of the library service and community centres.

What outcomes does the position deliver?

- Libraries and Community Centres are recognised for providing exceptional customer service that is welcoming and inclusive.

- Libraries and Community Centres are seen as innovative, state-of-the-art facilities with up-to-date, reliable, and user-friendly technology.
- Libraries and Community Centres use data effectively to drive decision-making processes, with accurate and timely information available for service planning and improvement.
- The community has access to up-to-date, reliable information, library collections, resources, and programs to actively engage in learning, personal development and recreation activities.
- The community has the digital skills and confidence to participate fully in the digital world, bridging the 'digital divide.'
- Libraries and Community Centres have the technology required to operate efficiently and support the delivery of programs, activities and events.

The behaviours we expect the position to contribute to our workplace are:

- Effective communication and information sharing.
- A customer-focused mindset, with a strong passion for delivering exceptional services to our community.
- Alignment with PAE Values and Code of Conduct.
- Strong interpersonal skills, fostering positive relationships and teamwork.
- Sound problem-solving abilities, demonstrating innovative thinking and informed decision-making.
- Enthusiasm and commitment to completing tasks with attention to detail and accuracy.
- A commitment to personal development and continuous improvement, seeking opportunities to enhance knowledge and skills.
- Flexibility and adaptability to new ideas and evolving technologies.

Qualifications for the position

- A qualification in Information Technology, Library and Information Management, or a related field is desirable.
- A current Australian Driver's Licence, highly desirable.
- A current Working with Children Check Clearance, or willingness to undertake prior to commencement.
- Child Safe Environments Training, or willingness to undertake upon commencement.

Experience

- Supporting technology and library systems in a public library setting is highly desirable.
- Demonstrated experience troubleshooting and resolving technology issues, including both hardware and software.
- Experience in delivering customer service, with a focus on resolving queries and providing guidance.
- Proven experience in working on technology-related projects.
- Experience in reviewing and maintaining documentation such as user guides, training materials, and SOPs.

Knowledge

- Strong knowledge of customer experience principles, with a focus on providing exceptional service.
- A solid understanding of public libraries' role in the community and how technology can enhance service delivery.
- Knowledge of technology troubleshooting methodologies, including both hardware and software solutions.
- Proficiency in using library systems, databases, and digital resources, with the ability to troubleshoot and train others effectively.

POSITION DESCRIPTION



- Knowledge of data management best practices, ensuring the integrity and privacy of personally identifiable information.
- Familiarity with library technology tools and systems.

Information Management/Cyber Security

- Appropriate information management practices are implemented.
- Maintain knowledge and application of Council's IT systems relevant to role.
- Maintain a working understanding of and follow Council's cyber security controls.

Child and Vulnerable People Safe Environment

- A child and vulnerable people safe environment is maintained and promoted.
- Promote protection, safety and wellbeing of children and other vulnerable people.

Our Safety and Return to Work Commitments

All Employees

- Take reasonable care for their own health and safety.
- Take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons.
- Comply, so far as reasonably able, with any reasonable instruction that is given to ensure their safety.
- Co-operate with any reasonable WHS policy or procedure relevant to their work.
- Participate in the RTW process if injured at work as set out in the Return-to-Work Act 2014.

Employee Signature: _____

Print Name: _____

Date: _____