

# Position Description

## Library Technology Coordinator (Creativity and Innovation)

<b>Division</b>	<b>City Life</b>
<b>Business Unit</b>	<b>Creative City</b>
<b>Grade/Band</b>	<b>Band 4</b>
<b>Position Number</b>	<b>DW7741</b>
<b>Date position description approved</b>	<b>21 June 2019</b>

### Council overview

At the City of Sydney our people are our most important asset and central to achieving our exciting and ambitious Sustainable Sydney 2030 – developing a green, global and connected city. The City of Sydney works to build socially sustainable communities that support a more inclusive Sydney – a city that is also more connected, liveable and engaged.

From our high-quality facilities to local services and initiatives, we are dedicated to delivering the best city environment for business, work, living and recreation.

### Council values

Our people are custodians of public trust and confidence. In recognising this, we are committed to building a high performing culture built on the values of collaboration, courage, integrity, innovation, quality and respect. These six core values guide everything we do at the City.

### Primary purpose of the position

The Library Technology Coordinator (Creativity and Innovation) connects staff and users with technology, equipment and infrastructure, which supports information, literacy, technology, welcoming spaces and lifelong learning.

### Key accountabilities

- Support digital citizenship by driving the development of digital literacy skills among visitors, customers and staff.
- Promote and enhance digital literacy by facilitating training for the wide-range of library and consumer technology, products and services within library spaces.
- Assist library staff, visitors and customers in troubleshooting and maintaining the library computers, hardware and audio visual (AV) equipment, ensuring efficient day-to-day branch operations.

- Proactively maintain content for the digital display screens in the libraries, keeping visitors, customers and staff informed of upcoming events, workshops and training within the branches.
- Research, assess and proactively improve on efficiency and effectiveness of library infrastructure and technology.
- Develop and maintain a framework of regular statistical reporting to support decision making and investments in new and emerging technology and services.

## Key challenges

- Anticipating the technology needs of customers to provide responsive services and modern consumer technology that supports the delivery of frontline library services
- Building the skills of a diverse group of library staff in the delivery of technology services with various levels of skills, knowledge and experience
- Establishing and maintaining effective partnerships with multiple stakeholders and consulting effectively to drive strategic objectives

## Key relationships

Who	Why
<b>Internal</b>	
Library Technology Team Leader	<ul style="list-style-type: none"> <li>• Receive advice and report on progress towards business objectives and discuss future directions</li> <li>• Provide expert advice and contribute to decision making</li> <li>• Identify emerging issues/risks and their implications and propose solutions</li> </ul>
Project Teams	<ul style="list-style-type: none"> <li>• Contribute to discussions and decisions regarding key projects and deliverables</li> <li>• Deliver successful projects via cross functional working groups, project groups and joining programs</li> </ul>
Stakeholders	<ul style="list-style-type: none"> <li>• Provide expert advice on a range of project related issues and strategies</li> </ul>
Library Network Team Library Collections Team Library Operations Team Library Programs Team Marketing Team Technology and Digital Services Team	<ul style="list-style-type: none"> <li>• Optimise engagement to achieve defined outcomes</li> <li>• Manage expectations and resolve issues</li> </ul>
<b>External</b>	
Stakeholders	<ul style="list-style-type: none"> <li>• Resolve issues with hardware, software and A/V equipment with the libraries</li> </ul>
PC & A/V Vendors	
Customers	<ul style="list-style-type: none"> <li>• Provide advice and assistance with a wide range of library and consumers technology</li> </ul>

## Key dimensions

### Decision making

The position is accountable for delivering the library technology strategic objectives, supporting the successful delivery of day-to-day operations and for the provision of advice and support to the Library Network Team, Technology and Digital Services, Library Programs Team and Library Customers.

The position is expected to comply with the Work Health and Safety Act and associated legislation in the performance of all duties.

### Reports to

Library Technology Team Leader

### Estimated number of indirect reports

None

## Essential Knowledge, Skills & Experience

- Tertiary qualifications in Information, Technology, Creative Intelligence and Innovation, Data Analysis, Communications, Libraries, Education or the equivalent gained by extensive practical experience.

## Capabilities for the position

The City's capability framework outlines the capabilities everyone needs to work well in their role. They are expressed as behaviours that show expected knowledge, skills and our values. There are capabilities for employees and managers which provide clarity, common language and consistency.

Capability Group	Capability Name	Level
Personal attributes	Act with Integrity and Courage	Intermediate
	Demonstrate Accountability	Intermediate
	Manage Self	Intermediate
	<b>Display Resilience and Adaptability</b>	<b>Adept</b>
Relationships	<b>Work Collaboratively</b>	<b>Adept</b>
	Communicate and Engage Respectfully	Intermediate
	<b>Community and Customer Focus</b>	<b>Intermediate</b>
	Influence and Negotiate	Intermediate
Results	Deliver Quality Results	Intermediate
	Create and Innovate	Intermediate
	Plan and Prioritise	Intermediate
	<b>Think and Solve Problems</b>	<b>Adept</b>
Resources	Finance	Foundational
	<b>Technology and Information</b>	<b>Adept</b>
	Assets and Tools	Intermediate
	Procurement and Contracts	Intermediate

*\*This profile is subject to an organisation-wide review of capability profiles. The final profile may vary slightly.*

## Focus capabilities

The capabilities in bold are the focus capabilities for this position. The focus capabilities are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at a satisfactory level for a candidate to be suitable for appointment.

Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Display Resilience and Adaptability	Adept	<ul style="list-style-type: none"> <li>Is flexible, showing initiative and responding quickly to change</li> <li>Accepts changed priorities and decisions and works to make the most of them</li> <li>Gives frank and honest feedback / advice</li> <li>Listens when challenged and seeks to understand criticisms before responding</li> <li>Raises and works through challenging issues and seeks alternatives</li> <li>Stays calm and acts constructively under pressure and in difficult situations</li> </ul>
<b>Relationships</b> Work Collaboratively	Adept	<ul style="list-style-type: none"> <li>Contributes to a culture of respect and understanding in the organisation</li> <li>Creates an atmosphere of trust and mutual respect within the team</li> <li>Builds cooperation and overcomes barriers to sharing across teams/units</li> <li>Relates well to people at all levels and develops respectful working relationships across the organisation</li> <li>Identifies opportunities to work together with other teams/units</li> <li>Acts as a resource for other teams/units on complex or technical matters</li> </ul>

<b>Relationships</b>	Community and Customer Focus	Intermediate	<ul style="list-style-type: none"> <li>• Identifies and responds quickly to customer needs</li> <li>• Demonstrates a thorough knowledge of services provided</li> <li>• Puts the customer and community at the heart of work activities</li> <li>• Takes responsibility for resolving customer issues and needs</li> </ul>
<b>Results</b>	Think & Solve Problems	Adept	<ul style="list-style-type: none"> <li>• Draws on numerous sources of information, including past experience, when facing new problems</li> <li>• Demonstrates an understanding of how individual issues relate to larger systems</li> <li>• Makes appropriate recommendations based on synthesis and analysis of complex numerical data and written reports</li> <li>• Uses rigorous logic and a variety of problem solving methods to develop workable solutions</li> <li>• Anticipates, identifies and addresses risks and issues with practical solutions</li> <li>• Leads cross team/unit efforts to resolve common issues or barriers to effectiveness</li> </ul>
<b>Resources</b>	Technology and Information	Adept	<ul style="list-style-type: none"> <li>• Selects appropriate technologies for projects and tasks</li> <li>• Identifies ways to leverage the value of technology to achieve outcomes</li> <li>• Ensures team understands their obligations to use technology appropriately</li> <li>• Ensures team understands obligations to comply with records, information and knowledge management requirements</li> </ul>