

# Position Description

## Library Technology Team Leader

Division	City Life
Classification/Grade/Band	Band 6
Position Number	DW4665
Date position description approved	25 September 2018

### 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, all employees are expected to act in accordance with the City's Code of Conduct and the City's values: collaboration, courage, integrity, innovation, quality and respect.

### Primary purpose of the position

The City of Sydney Library Network of nine branches is a key front line service in the community for local residents, students, visitors, tourists and workers.

The primary purpose of this role is to lead and drive library technology systems and frontline services to deliver an adaptive and responsive technology offering to library customers and support seamless interactions between customers and library services to enable literacy development, welcoming library spaces and lifelong learning.

This role provides leadership and direction to a team of Library Technology Coordinators responsible for library systems, equipment, infrastructure, and consumer technology.

## Key accountabilities

- Lead a team of Library Technology Coordinators to deliver customer and client focussed services, meeting present and anticipating future needs
- Manage day to day technology operational requirements in libraries and resolve issues in a timely, efficient manner
- Monitor and report on Library technology services and service delivery, articulate and escalate any issues with the services and delivery process and ensure that appropriate action is taken to resolve issues.
- Provide routine and ad hoc reports, data analysis and data interpretation relating to Library statistics and systems
- Provide expert advice and leadership and ensure that team members continually develop their skills to keep up with developments in technology
- Maintain a proactive relationship between Support Services, Library Teams, Technology and Digital Services to deliver a contemporary library technology service
- The position is expected to comply with the Work Health and Safety Act and associated legislation in the performance of all duties.

## Key challenges

- Co-ordinating a holistic library technology service that provides responsive and modern consumer technology and that supports the delivery of frontline library operations in a fast paced environment where technology and digital services are expanding.
- Enhancing the skills of library staff in the delivery of technology services through the development of training, concise documentation and creating opportunities for on the job learning, given that cutting edge technology is a core library service that is expected by the community
- Developing and maintaining/managing library systems including but not limited to the Library Management System, library Wi-Fi and public access IT, RFID systems, and library AV and mobile devices given that the library operation depends on the provision of these services

## Key relationships

Who	Why
<b>Internal</b>	
Manager, Support Services	<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>
Direct Reports	<ul style="list-style-type: none"><li>• Lead, direct, manage and support performance and development of team members to meet business objectives</li><li>• Guide, support, coach and mentor team members to work cohesively and to deliver results</li></ul>

Who	Why
Project Team	<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>
<b>External</b>	
Stakeholders	<ul style="list-style-type: none"> <li>• Provide expert advice on a range of project related issues and strategies</li> <li>• Optimise engagement to achieve defined outcomes</li> <li>• Manage expectations and resolve issues</li> <li>• Responsible for IT/AV procurement practices with financial delegation to \$10K.</li> </ul>
Library Network Team	
Library Collections Team	
Library Operations Team	
Library Programs Team	
Technology and Digital Services Team	
Vendors/Service Providers and Consultants	<ul style="list-style-type: none"> <li>• Communicate needs, facilitate routine business transactions and resolve issues</li> <li>• Negotiate and approve contracts and service agreements</li> <li>• Manage contracts and monitor the provision of service to ensure compliance with contract and service agreements</li> </ul>

## Key dimensions

### Decision making

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

The position is accountable for decisions regarding library technology strategic objectives, the successful delivery of Library technology Business as Usual (BAU), and for the provision of advice to Library Managers, Area Team Leaders and Team Leaders

### Reports to

Manager Support Services

### Direct reports

Library Technology Coordinator x 2  
Library Technology Coordinator (Creativity & Innovation) x 2

### Estimated number of indirect reports

Nil

## Essential Knowledge & Skills, Experience

- Tertiary qualifications in Information Technology, Creative Intelligence and Innovation, Data Analysis, Communications, Libraries or equivalent

## Capabilities for the position

The City's Leadership and Management Capability Framework (LMCF) outlines the capabilities expected of people managers to perform 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.

### 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. The table below outline the suggested focus capabilities for both Leadership and management and is a guide.

Capability Group	Capability Name	Level
Leadership	Displays Awareness of Self and Others	Team Leader/ Supervisor
	Cultivates Productive Relationships	Team Leader/ Supervisor
	Drives Results	Team Leader/ Supervisor
	<b>Develops People and Culture</b>	Team Leader/ Supervisor
	<b>Operates Strategically</b>	Team Leader/ Supervisor
Management	<b>Technology and Information Management</b>	Team Leader/ Supervisor
	Finance and Resource Management	Team Leader/ Supervisor
	Asset Management	Team Leader/ Supervisor
	Risk Management, Safety and Compliance	Team Leader/ Supervisor
	Procurement and Contract Management	Team Leader/ Supervisor
	<b>Project Management</b>	Team Leader/ Supervisor
	Change Management	Team Leader/ Supervisor
	People Management	Team Leader/ Supervisor