



**POSITION:** Level 2 IT Support Officer  
**CLASSIFICATION:** Band 4  
**REVIEW DATE:** January 2024

## Connected Libraries

Connected Libraries (CL) is a large Not for Profit public library service in Southeast Victoria providing services to community in the City of Casey. We are funded by Casey Council and the State Government. We support a rapidly growing and diverse community of more than 392,000 people.

Our libraries are located at Cranbourne, Doveton, Endeavour Hills, Hampton Park, and Bunjil Place Narre Warren.

## Our Vision

Inspiring spaces where everyone is free to discover possibilities.

## Our Values and Guiding Behaviours

### ***Creativity***

- Thinking of new ways to do things is crucial to our success
- We challenge the status quo, if we believe a better way is possible
- We cultivate creativity in others

### ***Teamwork***

- When we all contribute, we excel
- We look out for each other
- We play to each other's strengths
- We work with our community

### ***Social Intelligence***

- We are mindful of people's feelings
- We know what to do to put others at ease
- We are kind, compassionate and look for the best in each other

### ***Fairness***

- We treat people fairly and recognise them as individuals
- We do not let our personal feelings bias our decisions about others
- We actively support social inclusion and connection
- We are accountable for our behaviour

### ***Love of Learning***

- We love learning about new things.
- We believe there is always an opportunity to learn
- We learn from each other

### ***Humour***

- Our humour enables us to express how we feel.
- We like to laugh, bringing smiles to other people
- We use humour to build connections and create a positive experience for everyone

## Our Approach

- We put people first
- Pay it forward
- Follow up and reciprocate good deeds
- Help each other grow
- Share our stories and learn from each other
- Share ideas freely
- Quick little steps
- Give new things a go
- Momentum not perfection
- Encourage each other to take calculated risks
- Build confidence and resilience by working to our strengths
- Encourage authentic and courageous conversations
- Embrace the opportunity to learn when, things don't go as planned
- Acknowledge our partners
- Celebrate success



## **Position Objectives**

### **Operational**

- Deliver innovative and customer focused service consistent with CL vision, values and objectives (CL Strategic Plan)
- Actively engage, interact and provide support to library staff to facilitate best use of technology.

### **Strategic**

- Contribute to the innovative and customer focused library service, building capacity in our communities
- Contribute to development and achievement of CL strategic goals and plan
- Contribute to the continuous improvement and development of CL by participating in activities and service development such as: library and learning staff forums, training programs, team meetings as required and meetings with your specific Team Leader
- Nurture partnerships with other organisations including schools, community organisations and other local government services

## **Key Responsibilities and Duties**

### **1. Support Services**

- Provide effective Level 1 and Level 2 support, operating within established policies and procedures
- Walk support requestors through the problem-solving procedures
- Work within strict timeframes and elevate incidents within defined timelines.
- Act as escalation point for issues Level 1 officers are unable to resolve
- Collaborate with staff (both IT and library) to identify and resolve IT issues.

### **2. Technological Services**

- Manage and support our IT Infrastructure including on-prem Windows endpoints, Azure virtual servers, and SaaS enterprise solutions like Office 365.
- Administer and optimise systems to meet business needs.
- Oversee and maintain Azure virtualization environments.
- Oversee and maintain network environments.
- Troubleshoot and resolve system and network issues with SLAs.
- Contribute to CL's technological knowledgebase to proactively provide staff with information to resolve issues themselves.

### **3. Trouble Shooting and Problem Solving**

- Perform remote and onsite troubleshooting through diagnostic techniques and pertinent questions
- Triage incidents and problems, speaking directly with library staff to ascertain detailed scope of issue
- Identify and suggest possible improvements on procedures.
- Resolve issues with big picture thinking, offering alternative solutions with more positive long term outcomes and benefits
- Participate and coordinate established change and project management procedures
- Advise and train Level 1 IT Support Officers when required to encourage team skills growth

### **4. System Ticketing and Tracking**

- Record and update incidents, problems, changes and projects in ticketing solution system
- Direct unresolved issues to Digital Operations Manager or pre-approved outsourced providers



- Follow-up and update requestor status and information
- Pass on any feedback or suggestions by users to the appropriate internal team.

### **5. Networking & Infrastructure**

- Maintain a detailed working knowledge of current infrastructure and future trends
- Maintain productive relationships with service providers to ensure that they meet expected requirements
- Proactively monitor CL systems and identify performance issues
- Maintain and monitor all network, security and computer systems to meet the organisation's current and future requirements
- Follow change management methodology for all changes to network, platform or applications.

## **Selection Criteria**

- Proven Azure administration experience
- Proven Office 365 administration experience
- Proven Network experience
- Proficiency in Windows Server, desktop and peripheral administration (Wintel).
- Strong communication and interpersonal skills across all levels of the organisation
- Bachelor's degree in Computer Science, Information Technology, or a related field (or equivalent work experience).
- Excellent problem-solving skills and a proactive approach to system optimization and process automation.
- High proficient time management and organisational skills
- Ability to work independently and as part of a team to meet organisational strategic outcomes
- Ability to undertake supervisory responsibilities as required
- Driver's licence
- Working with Children Check
- Strong analytical skills and attention to detail.
- Sound understanding of CL Vision, Values and objectives preferred
- Certifications such as Microsoft Certified: Azure Administrator and Microsoft Certified: Office 365 Administrator desirable
- Cisco Meraki Experience/Certification desirable

## **Organisational Relationships**

Reports to:	Digital Operations Manager
Internal liaisons:	Executive Team, Leadership Team, Branch Managers, Team Leaders, Regional Support staff and branch staff
External liaisons:	Support and Procurement Providers, Community Members and training providers

### **Accountability and Extent of Authority**

- Authority to operate within established policies and procedures
- Responsible for the quality and timely provision of IT Support/Digital Operations Services

### **Judgment and Decision Making**

- Decide on appropriate response to internal staff users and report to Digital Operations Manager
- Act in accordance with established policies and procedures

### **Specialist Skills and Knowledge**

- Azure administration and deployment
- Office 365 administration and deployment



- Network administration
- Windows Server, desktop and peripheral administration (Wintel).
- Developed IT Support service skills
- Knowledge and ability to apply CL policies and procedures
- Understanding of the function of the position within its organisational context and goals of Connected Libraries
- Knowledge of safe work practices within the library
- Ability to source information across varied platforms

### **Managerial Skills**

- Ability to set priorities, plan and organise work
- Ability to train and supervise other staff in the execution of established procedures
- Ability to implement personnel practices including those related to equal opportunity, occupational health and safety and training and development

### **Interpersonal Skills**

- Strong communication skills with community members and staff
- Good written communication skills
- Ability to handle dissatisfied community and staff members in a friendly manner
- Approachability and awareness of library staff and community members needs
- Ability to have a flexible approach to work and changing priorities

## **Qualifications and Experience**

- Bachelor's degree in Computer Science, Information Technology, or a related field (or equivalent work experience).
- Certifications such as Microsoft Certified: Azure Administrator and Microsoft Certified: Office 365 Administrator desirable
- Cisco Meraki Experience/Certification desirable
- Relevant qualifications and experience
- Helpdesk/support and customer service experience essential
- Relevant Public Library experience desirable
- Current Victorian Driver's license

## **Conditions of Employment**

Conditions of employment are as per the Casey Cardinia Library Enterprise Agreement, Corporation policies and procedures and the letter of offer.

- **Employment Status** - Prior to commencement of duties the successful applicant must provide proof of permission to work in Australia
- **Health Declaration** - the preferred applicant will be required to complete a Health Declaration form as part of the conditions of employment
- **Hours** - include rostered day, evenings and weekend shifts and are based on the 35 hour a week employment model
- **Multiskilling** - The employee may be directed to carry out any duties within the limit of his/her skills, competence and training, provided that such duties do not promote a narrowing of their skill base
- **Qualifying Period** - As per the Fair Work Act 2009 and Regulations - 6 months
- **Recreation Leave** - Annual leave must be taken at times that are mutually agreeable to both employee and employer, within twelve months of it falling due
- **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



- **Sick Leave** - A medical certificate may be required for any absence and must be provided for sick leave exceeding three working days or absence on the working day before or after a rostered day off (if applicable), annual leave, LSL or public holiday
- **Smoking** - Smoking is prohibited within all Library buildings and vehicles
- **Working with Children Check** - mandatory (Child Safe Standards 2017)

## Inherent Physical Requirements

It is important that an employee understands the physical requirements involved in carrying out the duties of the positions.

<b>Requirements</b>	<b>Frequency</b>		
	<b>Possible</b>	<b>Occasionally</b>	<b>Regularly</b>
<b>Passive</b>			
Ability to stand for extended periods for the purpose of using a computer			✓
Ability to sit for extended periods for the purpose of using a computer, travelling to various locations and attending a range of meetings			✓
Ability to read computer screens and fine print on documents for the purposes of researching various policy options			✓
Ability to communicate clearly both verbally and written			✓
<b>Manual Handling</b>			
Repetitive arm movements and manual dexterity for undertaking computer work and handling documents and files			✓
Lifting and moving of boxes and files on a regular basis		✓	
<b>Agility</b>			
Bending and stretching, including knee bending		✓	

*Note: This template does not represent an exhaustive account of all job factors however it forms a basis to guide staff and medical professionals as to the activities for which a personal capability must be sustained.*

All staff are reminded that they should follow Health and Safety regulations and the Connected Libraries Health and Safety Manual Handling Policy when performing their duties.

**Staff Member:**

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**Signature:**

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**Date:**

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**Authorised:** Janine Galvin (General Manager, Organisational Development)

**Date:** January 2024