



POSITION:	Digital Operations Officer First Nations Traineeship (12 months)
CLASSIFICATION:	Band 3
CONTRACT:	Fixed Term – 12 months – July 2024 – June 2025
REVIEW DATE:	May 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, Bunjil Place - Narre Warren, and a Library Lounge at Cranbourne West Community Hub. We have Library Lockers available at Cranbourne West, Manna Gum Family and Community Centre and Orana Community Place.

Our Vision

Inspiring spaces where everyone is free to discover possibilities.

Our Values and Guiding Behaviours

Connection

- We create spaces where people feel that they belong
- We find ways to share our common humanity, interests and passions
- We strive to be fully present and intentional in our interactions with others

Creativity

- We love learning and trying new things
- We challenge the status quo if we believe a better way is possible
- We support different ideas and allow others to give things a go

Enrichment

- We look for ways to empower others to learn and participate
- We strive to provide experiences that enhance the quality of a person's day and life
- We provide opportunities for people to explore what is possible

Humour

- Humour helps us to connect with each other
- We like to laugh, bringing smiles to other people
- We use humour to break down barriers and create a positive experience for everyone

Kindness

- We are mindful of peoples feelings
- We are kind and compassionate and look for the best in others
- We are accountable for our own behaviour and appreciate the differences in others

Teamwork

- When we all contribute we excel
- We play to each others strengths
- We can achieve our goals together

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 focussed service consistent with CL vision, values and objectives (CL Strategic Plan)
- Actively engage and interact with library staff to support the use of technology
- Provision of Digital and ICT support and assistance to library staff and community users alike

Strategic

- Contribute to CL's innovative and customer focused library service and 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
- Support partnerships with other organisations including schools, community organisations and other local government services

Key Responsibilities and Duties

1. Support Services

- Serve as point of contact for library staff and community user support across various forms of media (telephone, email, messaging, ticketing, etc.)
- Walk support requestors through the problem-solving process
- Work within strict timeframes and elevate incidents within defined timelines.

2. Technological Services

- Provide accurate information on technological services and functionality
- Advise and assist library staff and community users alike with various technological enquiries
- Contribute to CL's technological knowledgebase to proactively provide staff with information to resolve issues themselves.

3. Troubleshooting and Problem Solving

- Perform remote troubleshooting through diagnostic techniques and pertinent questions
- Determine the best solution based on the issue and details provided by the user
- Identify and suggest possible improvements on procedures.

4. System Ticketing and Tracking

- Record events and problems and their resolution in logs
- Direct unresolved issues to the next level of support personnel
- Follow-up and update requestor status and information
- Pass on any feedback or suggestions by users to the appropriate internal team.

5. Networking and Infrastructure

- Maintain a good working knowledge of current infrastructure and future trends
- 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
- Test all changes to the network, hardware, software, and hosted applications.

6. Training and Education

- Undertake Certificate III in Information Technology at Chisholm Institute
- Enrolment and self-paced learning meeting required deadlines within the workplace for Certificate III in Information Technology at Chisholm Institute
- Completion of Chisholm Institute online literacy and numeracy assessment as part of the pre-training review process
- Entry requirements for literacy and numeracy range from levels one to two.
- Combine work-based training whilst employed at Connected Libraries



- During the Certificate III in Information Technology you will learn how to provide ICT support to clients; create ICT user documentation; care for computer hardware; provide basic system administration; apply introductory programming techniques; work in a team; develop and extend critical and creative thinking skills

Selection Criteria

- Ability to provide effective, efficient and friendly support
- Excellent interpersonal and communication skills with the capacity to engage with a wide range of people
- Well-developed Information technology and problem-solving skills
- Good understanding of computer systems, mobile devices and other tech products
- Ability to diagnose and resolve basic technical issues
- Strong analytical skills and attention to detail.
- Trainee eligibility – must be an Australian citizen, or a New Zealand citizen or a holder of a permanent visa; and have a physical presence in Victoria (ie. residential address) and not enrolled at school at the time of the trainee course
- Identify as a First Nations Australian (Aboriginal and/or Torres Strait Islander) to be eligible for this role
- Enrolment and self-paced learning meeting required deadlines within the workplace for Certificate III in Information Technology at Chisholm Institute
- Completion of Chisholm Institute online literacy and numeracy assessment as part of the pre-training review process
- Working with Children Check
- Current Drivers Licence

Organisational Relationships

Reports to:	Digital Operations Manager
Internal liaisons:	Leadership Team, Digital Operations team, Regional Support and branch staff
External liaisons:	Service providers, library users, members of the community; schools, community groups and training providers

Accountability and Extent of Authority

- Authority to operate within established policies and procedures
- Work performed is within CL guidelines and under general supervision
- Responsible for the quality and timely provision of customer support

Judgment and Decision Making

- Act in accordance with established policies and procedures
- Guidance and advice is available from Manager Digital Operations and General Manager Digital Operations.

Specialist Skills and Knowledge

- Customer service skills
- Familiarity/awareness of the resources available in CL services
- 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 for circulation work and branch operations
- Experience working with computers, photocopiers, information technology and social media
- Ability to source information across varied platforms
- Knowledge of library computer system with an emphasis on circulation and catalogue functions

Managerial Skills

- Skills in managing time, planning and organising own work so as to achieve specific and set objectives efficiently



- Ability to implement personnel practices including those related to equal opportunity, occupational health and safety and training and development

Interpersonal Skills

- Capacity to engage positively with members of the community and staff
- Ability to work with frustrated community library users in a friendly and respectful manner
- Approachability and awareness of users' needs
- A flexible approach to work and capacity to adjust to changing priorities

Qualifications and Experience

- Genuine interest in Information Technology
- Year 12
- Current Victorian driver's license
- Current Working With Children Check

Conditions of Employment

Conditions of employment are as per the Connected Libraries Enterprise Agreement, 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 weekdays based on the 38 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 in Library vehicles
- **Working with Children Check** - mandatory (Child Safe Standards 2017)
- **First Nations Traineeship** - Aboriginal and Torres Strait Islander candidates are eligible to apply for this position.

Inherent Physical Requirements

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

Requirements	Frequency		
	Possible	Occasionally	Regularly
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			✓
Manual Handling			
Repetitive arm movements and manual dexterity for undertaking computer work and handling documents and files			✓
Pushing trolleys		✓	
Lifting and moving of boxes and equipment on a regular basis			✓
Agility			
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 is reminded that they should follow Health and Safety regulations and the Corporation's Health and Safety Manual Handling Policy when performing their duties.

Staff Member:

Signature:

Date:

Authorised: Janine Galvin (General Manager, Organisational Development)

Date: May 2024