



POSITION: Senior Digital Support Officer
CLASSIFICATION: Band 4
REVIEW DATE: February 2026

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 400,000 people.

Our branch libraries are located at Cranbourne, Doveton, Endeavour Hills, Hampton Park, and Bunjil Place in Narre Warren. We also have a Library Lounges at Cranbourne West Community Hub and Clyde Township Family and Community Centre. Library Lockers are located at our library lounges and 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

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

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

- 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 Summary

The Digital Support Technical Lead role provides a unique opportunity to enhance the quality, customer experience, and success of our library services. This position requires a blend of technical skills and a forward-thinking approach to data modernisation, focusing on improving IT service delivery.

As the Digital Support Technical Lead, you will hold primary responsibility for Level 2 technical support across the organisation, including local and wide-area networking, server virtualisation, Microsoft SaaS administration, and complex digital troubleshooting. You will oversee the management of the Library Management System (LMS) and associated software in collaboration with the Libraries Victoria (LibsVic) consortium, and you will manage operational outcomes relating to the LibsVic partnership alongside the Manager Digital Operations and senior leadership.

Working closely with the Digital Operations Team, you will introduce new LMS technologies, maintain existing systems, and develop standards, documentation, and training to support consistent service delivery. You will also lead the organisation's reporting obligations, using Tableau to collaborate with the Leadership Team and ensure all contractually required reporting is met or exceeded.

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
- Provide both remote and on-site IT support to all Connected Libraries staff

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
- Participate in staff forums, training, and team meetings to drive innovation and improvement

Key Responsibilities and Duties

1. Health & Safety

- Adhere to OHS Policy procedures and legislative requirements
- Ensure that all OHS incidents are reported, documented and followed through
- Contribute to the safe working environment in accordance with the OHS Act 2004, regulations and CL policies

2. Support Services

- Provide effective Level 1 and Level 2 support, operating within established policies and procedures
- Act as escalation point for issues Level 1 officers are unable to resolve
- Act as a point of contact for library staff seeking IT support
- Provide clear communication through various channels, including telephone, email, messaging, and ticketing systems
- Guide staff through the troubleshooting process and adhere to established policies and procedures
- Work within designated timeframes to resolve issues and escalate incidents as needed

3. Technological Services

- Support our IT Infrastructure including on-prem Windows endpoints, network environments, virtual servers, and SaaS enterprise solutions like Office 365



- Administer and optimise systems to meet business needs
- Advise and assist library staff with various technological enquiries
- Contribute to CL's technological knowledgebase

4. Technical Lead

- Engage in continuous professional development and stay informed about trends in IT and public libraries
- Manage resources in accordance with CL's policies and practices
- Provide technical mentorship to digital operations staff as required to encourage team growth
- Review existing procedures and write new ones as required for tasks associated with role

5. Digital Literacy

- Remain competent in the use of a range of tools for the provision of library services
- Train staff and provide documentation for the areas of expertise outlined for this role
- Ensure proficiency in supporting the Library Management System (LMS)
- Promote ongoing professional development.

6. Lending Services

- Be involved in LMS and related software, in collaboration with the Libraries Victoria (LibsVic) consortium
- Fulfill the operational outcomes relating to the LibsVic partnership, alongside Manager Digital Operations, General Managers Finance and Digital Operations and CEO
- Advocate under the guidance of Digital Operations Manager for improvements in LMS functionality with LibsVic and the LMS provider
- Provide technical advice to assist staff in their development of policies for circulation, membership, notifications, and item recovery
- Assist the Digital Operations Manager in reporting to the Executive Team, Leadership Team and CL staff on matters relating to the operations of LibsVic and the LMS
- Work with the Digital Operations Team on introducing new, or maintaining existing, LMS technology.

7. 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
- Communicate accurate information on system status and functionality
- Troubleshoot IT issues using diagnostic techniques and relevant questions
- Implement systematic approaches to resolve IT-related issues and suggest improvements to procedures.

8. 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.

9. 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.

10. Business Analytics

- Collaborate with Leadership Team to meet or exceed contractually required reporting requirements ensuring that Leadership Team are able to pull data reports that are required for external acquittals (eg. LGPRF).
- Complete required reporting on LMS outcomes
- Define, develop, and deliver insightful dashboards and reports to a high standard professional level
- Work with DOM to facilitate data integration into business intelligence systems for enhanced reporting
- Work closely with service managers and providers, using the above skills to ensure data integrity and accuracy.

Selection Criteria

- 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
- Proven Azure and Office 365 administration, and Network experience
- Proficiency in Windows Server, desktop and peripheral administration (Wintel).
- Experience with Library Management Systems including knowledge of data and reporting (Sirsi Dynix desirable but not essential)
- Strong communication and interpersonal skills across all levels of the organisation
- 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
- Strong analytical skills and attention to detail.
- Proven ability utilising statistical modelling and analytical methods
- Experience with office automation products, databases, and remote support tools
- Capacity to diagnose and resolve technical issues
- Experience with BI tools (Tableau desirable but not essential)
- Driver's licence
- Working with Children Check

Organisational Relationships

Reports to:	Digital Operations Manager
Internal liaisons:	Executive Team, Leadership Team, Branch Managers, Team Leaders, Digital Operations Team Regional Support staff and branch staff
External liaisons:	Library members, members of the community, schools, vendors, external Library Service staff, community groups, support and procurement providers 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
- Work performed is within CL guidelines and under general supervision
- Responsible for the quality and timely provision of customer support



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
- Guidance and advice is available from Digital Operations Manager.

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 CL
- Knowledge of safe work practices within the library
- Ability to source information across varied platforms
- Customer service skills
- Familiarity/awareness of the resources available in CL services
- Experience with Library Management Systems
- Experience working with computers, photocopiers, and information technology
- Knowledge of Child Safety standards

Managerial Skills

- Ability to set priorities, plan and organise work
- Ability to train and supervise other staff in the execution of established procedures and oversee small project teams
- 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
- Approachability and awareness of library staff and community users' needs
- Capacity to engage positively with members of the community and staff
- Ability to work with frustrated system users in a friendly and respectful manner
- Ability to write reports and prepare correspondence in respect of key responsibilities
- A flexible approach to work and capacity to adjust to 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
- Experience with office automation products, databases, and remote support tools
- Strong attention to detail and analytical skills
- Current Victorian Driver's license

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. On call on weekends as and when required.
- **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
- **Personal 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.

Requirements	Frequency		
	Possible	Occasionally	Regularly
Movement			
Ability to sit or stand for extended periods			✓
Change Posture (e.g. move from sitting to standing)			✓
Use stairs	✓		
Bend or Twist the Back		✓	
Movement of Neck		✓	
Climb (e.g. ladders)		✓	
Crawling		✓	✓
Kneeling or Squatting		✓	✓
Repetitive Movements of the Hands/Arms			✓
Keyboard/Mouse use for extended periods			✓
Strength	Possible	Occasionally	Regularly
Lift from Floor Height: 2kg to 11kg		✓	
Lift from Waist Height: 2kg to 11kg		✓	
Lift above Shoulder Height: 1kg to 2kg		✓	
Carry Loads: 2kg to 11kg		✓	
Push/Pull loads: 2kg to 11kg		✓	
Lift/Carry Awkward Size Loads	✓		
Reach for Objects		✓	
Work with Arms above Shoulder Height	✓		
Vision	Possible	Occasionally	Regularly
PC Monitor Use			✓
Reading			✓
Auditory	Possible	Occasionally	Regularly
Speaking			✓
Listening			✓
Use of Telephones / Headsets			✓
Equipment	Possible	Occasionally	Regularly



Drive Standard Vehicle (Car/Van)			✓
Operate IT Equipment			✓

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: February 2026