Position Title	Technical Specialist Digital Collections
Department	Community Services
Unit	Community and Culture Services
Team	Technology and Future - Library eServices
Supervises	Nil
Reports To	Team Leader eServices
Grade	F
Date Prepared	12/10/2024
Date Last Updated	12/10/2024

Our Vision & Values: A leading organisation that collaborates & innovates

We are committed to **safety**   We work as one **team**   We act with **integrity**   We care about our **customers**   We **continuously improve**

Primary purpose of position

To manage and optimise the library's digital resources to ensure efficient access, user satisfaction and alignment with strategic objectives, while also delivering technical support and staff training. The role involves independent decision-making in collection management, budget oversight and collaboration with stakeholders to promote and expand digital services, driving continuous improvement and user engagement.

Accountabilities

- Manage the acquisition, curation and development of digital collections, aligning them with strategic goals and user needs.
- Oversee the financial management of digital collections, including setting budgets, monitoring expenditures and preparing reports.
- Provide expert technical support to optimise platform access, resolve complex technical issues and contribute to technical innovation to ensure a seamless user experience.
- Conduct detailed analysis of usage metrics and user feedback to inform data-driven strategic decisions that improve service quality and user experience.
- Design, implement and deliver comprehensive staff training programs to enhance competency in digital collections and platforms.
- Manage vendor relationships, negotiate contracts and ensure compliance with digital content policies, including licensing agreements and accessibility standards.
- Lead continuous improvement initiatives through surveys, analysing feedback and implementing innovative practices to enhance user experience.
- Collaborate with the eMarketing Technical Specialist to create and implement campaigns that promote the visibility of digital collections.
- Actively participate in team meetings, contributing to decision-making that aligns with strategic goals and the business plan.
- Provide exceptional customer service to library users and undertake circulation desk duties on a rostered basis.
- Act as a back-up for the Technical Specialist eMarketing to ensure the library's digital communication channels are accessible and interactive to enhance user engagement.
- Other relevant duties as required.

Position capabilities and level

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Profile – Senior Technical/ Professional Specialist		
Capability Group	**Capability Name**	**Level**
Personal Character	**Lead Self**	**Advanced**
	Display Resilience	Adept
	Act with Integrity	Advanced
	Safety and Accountability	Advanced
Relationships	Communicate and Engage	Adept
	Customer and Community Focus	**Adept**
	Work Collaboratively	Advanced
	Influence and Negotiate	Adept
Results	Plan and Prioritise	Advanced
	Think and Solve Problems	Adept
	Innovate and Improve	Advanced
	Deliver Results	**Advanced**
Resources	**Finance**	**Adept**
	Assets and Tools	Adept
	Technology and Information	Adept
	Procurement and Contracts	Adept
People Leadership	Manage and Develop People	N/A
	Inspire Direction and Purpose	N/A
	Optimise Workforce Contribution	N/A
	Lead and Manage Change	N/A

Focus Capabilities

The focus capabilities for the position 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 satisfactory level for a candidate to be suitable for appointment.

CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
Personal Character		
Lead Self	Advanced	• Demonstrates motivation to serve the community and organisation • Initiates team activity on organisation/unit projects, issues and opportunities • Seeks and accepts challenging assignments and other development opportunities • Seeks feedback broadly and asks others for help with own development areas • Translates negative feedback into an opportunity to improve
Relationships		
Customer and Community Focus	Adept	• Demonstrates a sound understanding of the interests and needs of customers and the • Takes responsibility for delivering quality customer- focused services • Listens to customer and community needs and ensures responsiveness • Builds relationships with customers and identifies improvements to services • Finds opportunities to work with internal and external stakeholders to implement
Results		
Deliver Results	Advanced	• Sets high standards and challenging goals for self and others • Delegates responsibility appropriately and provides support • Defines what success looks like in measurable terms • Uses own professional knowledge and the expertise of others to drive results • Implements and oversees quality assurance practices

Resources		
Finance	Adept	• Uses basic financial terminology appropriately • Considers the impact of funding allocations on business models, projects and budgets • Manages project finances effectively, including budget, timely receipting, billing, collection and • Prepares and evaluates business cases with due regard for long term financial sustainability

* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of "focus" capabilities can change over time, reflecting changing work priorities and current team strengths.

Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the General Manager.

Code of Conduct

All staff are required to adhere to the Code of Conduct (CP25).

Work Health & Safety

All staff are required to adhere to Council's WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

Records Management

All staff are required to comply with Council's Records and Information Management policies, procedures and guidelines.

Qualifications and Experience

Essential Qualifications
- Tertiary qualifications in Information Management or Library Science that are eligible for membership of the Australian Library and Information Association or qualifications or experience relevant to the key accountabilities stated.
- Working With Children Check.

Essential Experience
- Extensive experience in managing and optimising digital collections within a public library or similar environment.
- Demonstrated expertise in financial management, including budgeting, reporting and aligning resources with community needs.
- Proven ability to deliver technical support and troubleshoot complex digital access issues.
- Experience in developing and delivering staff training programs.
- Ability to apply data insights to improve service quality and user experience.
- Experience managing vendor relationships, negotiating contracts and ensuring compliance with policies and standards.

- Strong organisational, multitasking and problem-solving skills.
- Ability to work independently in a fast-paced environment.
- Attention to detail in data management and preservation.
- High-level written and verbal communication skills.
- Ability to develop and implement innovative strategies to promote eResources to the community.
- Understanding of legal compliance for eResources.
- Proven teamwork in fostering a professional atmosphere.

Desirable Qualifications and or Experience
- Familiarity with user experience testing and feedback-driven improvement strategies.
- Knowledge of accessibility standards.
- Commitment to professional development and digital trends.

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	☑	☐
Does this position require incumbent to undergo criminal reference check?	☐	☑
Does this position require incumbent to demonstrate good driving Licence class required: C Class Drivers Licence	☐	☑
Will incumbent need to make disclosure of pecuniary interest?	☑	☐
Could there be a conflict of interest with secondary employment?	☑	☐