Position Title	Technical Specialist - Data Support
Department	Community Services
Unit	Community & Cultural Services
Team	Library eServices Team
Supervises	Nil
Reports To	Team Leader eServices
Grade	F
Date Prepared	15/04/2025
Date Last Updated	15/04/2025

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

The Technical Specialist – Data Support plays a key role in managing, analysing and presenting library data to ensure its accuracy, integrity, accessibility and usability. This data is used by Library Management to support strategic planning, service development and community engagement.

Accountabilities

- Gather, validate and consolidate data from multiple sources, ensuring accuracy, resolving discrepancies and analysing trends in usage, collection engagement and program effectiveness to support evidence-based decision-making.
- Create and maintain real-time dashboards and data visualisations to communicate actionable insights and recommendations, while collaborating with library leaders to identify and compile data and reports to improve services, collections and programs.
- Implement automated workflows and continuously refine data processes to enhance efficiency, accuracy and overall data management.
- Ensure compliance with privacy, security, ethical standards and organisational policies in all data handling, reporting and storage activities.
- Provide data literacy training and develop instructional materials, manuals, and workflows to enhance staff proficiency in data management and analysis tools and ensure consistent practices and knowledge sharing.
- Actively engage with library management, by contributing to strategic planning, meetings, initiatives, projects and eServices Team tasks.
- Undertake rostered desk duties and provide high-quality customer service in line with the Library's Customer Service Charter.

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 • Translates negative feedback into an opportunity to improve
Relationships		
Work Collaboratively	Advanced	• Builds a culture of respect and understanding across the organisation • Facilitates collaboration across units and recognises outcomes resulting from effective • Builds co-operation and overcomes barriers to sharing across the organisation • Facilitates opportunities to develop joint solutions with stakeholders across the region and sector • Models inclusiveness and respect for diversity in people, experiences and backgrounds
Results		
Think and Solve Problems	Adept	• Draws on numerous sources of information, including past experience, when facing new • Demonstrates an understanding of how individual issues relate to larger systems • Makes appropriate recommendations based on synthesis and analysis of complex numerical • Uses rigorous logic and a variety of problem solving methods to develop workable solutions • Anticipates, identifies and addresses risks and issues with practical solutions

Resources		
Technology and Information	Adept	• Selects appropriate technologies for projects and tasks • Identifies ways to leverage the value of technology to achieve outcomes • Ensures team understands their obligations to use technology appropriately

* 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 Chief Executive Officer.

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
- Degree or relevant qualification in Data Management, Library & Information Science, Business Analytics or a related field.
- Working with Children Check.

Essential Experience
- 2-3 years' proven experience in data management, analysis and reporting within a library, government or public service environment.
- Advanced skills in Excel and/or Power BI and/or alternative data collection systems.
- Strong attention to detail with a commitment to data accuracy, consistency, validation and quality control.
- Ability to create and manage dashboards, generate regular and ad-hoc reports, create data visualisations for actionable insights.
- Proven ability to analyse data, identify trends and provide insights to support strategic planning and decision-making while ensuring data integrity.
- Demonstrated experience in delivering training and developing comprehensive manuals and instructional guides, preferably in Data Management and Analytics.

- Knowledge of data privacy regulations (e.g., Australian Privacy Principles) and best practices in data security and compliance.
- Excellent written and verbal communication skills.
- Proven ability to manage multiple priorities in a collaborative environment, with strong time management skills to ensure efficient and accurate project completion.

Desirable Qualifications and or Experience
- Knowledge of AI-driven data analytics and emerging smart technologies in libraries.
- Experience in digital accessibility compliance and inclusive data practices.
- Previous experience in customer-facing roles.

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: **Click to Specify Licence**	☐	☑
Will incumbent need to make disclosure of pecuniary interest?	☐	☑
Could there be a conflict of interest with secondary employment?	☑	☐