

POSITION DESCRIPTION

LIBRARY TECHNOLOGY SPECIALIST

POSITION DETAILS

Date of Position Description	August 2025
Position Title	Library Technology Specialist
Position Grade	9
Directorate Business Unit	Community and Culture Library Services
Reports to	Collections and Digital Services Manager
Physical Requirements Category	Category 1 – Desk role with Ergonomic Requirements

POSITION OVERVIEW

The Library Technology Specialist will coordinate and lead innovation and technology for City of Parramatta Libraries.

Council's Library services are delivered across a network of 7 Libraries and are open across a wide spread of hours including 7-days a week at some sites.

KEY RESPONSIBILITIES

Role specific

- Provide exceptional customer service, as the first point of contact, for Library technology and related software applications.
- Lead and manage incident, request, problem, and change management processes in accordance with ITIL and Library ICT Strategy
- Maintain and manage Library ICT assets, including hardware, software, and network infrastructure, ensuring their optimal performance and security.
- Conduct regular maintenance and updates for core Library systems to ensure efficiency and reliability
- Support and develop Library staff in the correct, effective operation and use of Library technology to maintain high quality experiences for customers.
- Coordinate end-to-end lifecycle management of Library ICT projects, coordinating with external vendors and stakeholders as required.
- Lead and deliver the ICT Library Strategy that aligns with Council's vision and objectives.
- Develop project plans, outlining scope, objectives, deliverables, timelines, and resource requirements.
- Act as first point of contact for vendors, ensuring service level agreements and contracts align with Library ICT needs.
- Work closely with the Service Desk, ICT Delivery Team Leader, and ICT Service and Delivery Manager to ensure seamless support and knowledge transfer for new Library ICT implementations.
- Collaborate with key stakeholders, including the Chief Technology Officer, ICT Service and Delivery Manager, and ICT Leadership team, to oversee Library Technology projects.
- Act as Officer In Charge (OIC) as required and be responsible for the security of the Library in the absence of the designated supervisor.
- Provide customer service in all library locations according to a roster, which may include evening and weekend shifts. Provide a proactive roving or floor walking approach to customer service, taking personal responsibility to ensure that all customers receive a positive customer experience by providing accurate, relevant, timely and value-added information about the Library's services, collections and programs.

Baseline

- Ensure that all procedures and processes are up to date with current and pertinent legislation, statutory regulations and library best practice to ensure a subject matter expert mindset is adopted and promoted to all stakeholders.
- Promote continuous improvement and innovative practices, optimisation of technology, procedures and recommendations with the aim of providing better service to the customer base in line with the organisation's values.
- Promote and maintain effective relationships with all external business partners including community organisations, suppliers, contractors, State and Federal authorities.
- Ensure to take reasonable care of the health and safety of yourself, employees, visitors, contractors and volunteers whilst at work, and cooperate with the organisation to comply with WHS legislative obligations.
- Promote the value of diversity and inclusion in all practices, engaging with and integrating the views of others.
- Contribute to customer service and organisational effectiveness, by acting ethically, honestly and with fairness.

KNOWLEDGE

Qualifications

- Tertiary qualification in Library Science, Information Technology or a related discipline; or extensive relevant experience in ICT, Library or another related field..
- ITILv4 Framework accredited
- Current 'C' Class Driver's Licence
- Working with Children Check.

Skills

- Ability to identify the technology needs of a Library and propose and implement effective solutions.
- Proven ability to deliver significant, cross-functional projects, policies or strategies on time and on budget, managing the needs of multiple stakeholders.
- Well-developed planning, organisation and time management skills, including the ability to meet deadlines and balance competing priorities.
- Effective incident, service, problem and change management control.
- In-depth knowledge of ITIL and cybersecurity frameworks
- Expertise in cloud computing, mobile device management, and endpoint management
- Ability to translate technical concepts into clear, non-technical language for stakeholders.
- Strong problem-solving skills and the ability to manage complex ICT challenges.
- Strong vendor management skills, ensuring effective service delivery and compliance
- Proficiency in network design, security, maintenance, and optimisation.

Experience

- Demonstrated experience in leading ICT operations within a service-oriented environment. Library experience preferred, but not essential.
- Extensive experience in managing ICT infrastructure, strategic planning, and service delivery.
- Proven track record in delivering technology projects and driving business improvements.
- Demonstrated experience supporting IT applications and providing support and instruction to end users
- Experience in ICT consultation, audits, and project management
- Demonstrable detailed understanding of the relevant legislative and regulatory requirements applicable to the designated area and the ability to practically apply this knowledge.