

Band 4 - Tech Support Officer (TSO) - Position Description and Conditions of Employment

Position Title	Tech Support Officer (TSO)
Status	Permanent Full-time
Hours per week	35 Hours per week average as rostered includes a Saturday Roster +OT
Classification	Band 4 Level A-D
Salary Range	Salary Range: As per Schedule of Rates The Superannuation Guarantee Levy of 10.5% will be paid on the employee's behalf
Date	October 2022

The Position

The Tech Support Officer (TSO) provides a responsive interface between the community and the Corporation through a number of service environments:

- a) By providing support and programs to both staff and customers in the effective use of computer software and hardware.
- b) Supporting the implementation of technology, eResources and eServices throughout the library. Ensuring our staff and customers have the skills to access information and the “how to” knowledge to access all new emerging platforms.

The TSO understands, and implements, personnel practices including those related to Equal Employment Opportunity, Occupational Health and Safety and employees’ development.

Organisational Relationships

The TSO directly reports to the Branch Manager/Team Leader.

The TSO is a member of the ERLC TSO Team under the leadership of the Manager Digital Services who is responsible for programming, content management and supporting our TSO Team in achieving best practice.

Other relationships include (but not limited to):

Internal	External
<ul style="list-style-type: none"> • Chief Executive • Corporate Managers (CMT) • Manager Branch Services • Board Members • ERL Employees 	<ul style="list-style-type: none"> • Knox, Maroondah and Yarra Ranges Councils, Councilors and employees • Local communities and groups (including business) of the three-member Councils — both users and non-users of library services • Educational institutions & regional organizations • Professional organizations and groups



Responsibilities

Program Delivery

The TSO:

- a) Delivers, as rostered, general and specific learning programs for staff, community organisations and customers including but not limited to branch technology; internet; using mobile devices; social media; digital resources and other emerging technology needs as proposed by customers.
- b) Selects the appropriate style and presentation methods for delivery of training, based on an understanding of adult learning principles.
- c) Fosters a positive learning atmosphere, one that respects and values diversity.
- d) Continually provides support to customers with IT-related questions or problems.
- e) Is an active participant of the TSO Team participating in meetings, training and workshops as directed.
- f) Supports the proactive promotion and marketing of eResources and eServices within both the branch and the community.
- g) Continuously develops own personal awareness of current and emerging TSO trends and other technologies.

Information Technology Support Duties

The TSO:

- a) Troubleshoots computer and equipment problems, including PCs, printers/ photocopiers, RFID equipment, communications equipment and computer software.
- b) Takes appropriate action to rectify the problems and log any IT problems on the Intranet when IT support is required.
- c) Monitors self-check and other RFID equipment and notifies IT Team of any enhancements needed or flags issues for escalation.
- d) Liaises with the Business & Technology Team on computer hardware and software issues in the branch.

Customer Service Duties

The TSO:

- a) Continually greets, approaches and assists customers throughout the library.
- b) Takes responsibility and shows personal initiative in providing excellent customer service.
- c) Ensures consistent customer service delivery that positively reflects on the reputation of our organisation.
- d) Ensures that the community receives a positive customer service experience at our libraries.
- e) Performs a range of rostered library operations that support customers in a self-service environment based on a high level of knowledge of library products and services including circulation and collections.
- f) Aids and advises customers in locating and obtaining information, referring to specialist staff or alternative sources of information when necessary.



Community Outreach Support

The TSO:

- a) Provides on-going customer service orientation to promote library services by actively encouraging an interest in reading and literacy to all ages – a positive approach to literacy throughout the community.
- b) Participates in the development and delivery of activities and programs that support the library as a place for reading, learning and community.

Collections and Technology

The TSO:

- a) Ensures that the branch collections reflect current community needs and continually reviews the collections for discards, repairs, replacements and subject deficiencies.
- b) Develops and maintains a thorough understanding of the functions of the library management system and other technologies including all necessary policies and associated tasks.
- c) Assists with promotion of electronic databases, virtual library services, information and literacy skills to all library members.
- d) Consults with IT support staff as necessary to ensure IT equipment is functioning properly.

Other Duties

The TSO:

- a) Provides high quality operational and administrative support to the Branch Manager/Team Leader.
- b) Provides day to day guidance to branch library staff.

In consultation with the Branch Manager/Team Leader

The TSO:

- a) Provides support on the planning of and implementation of on-going branch programs and activities.
- b) Effectively communicates and follows up with other team members in meeting the specific needs and expectations of customers as required.
- c) Ensures staff / workroom/ customer service areas are neat and tidy and provide a welcoming environment for both staff and library customers.
- d) Performs a range of general branch duties as rostered (include but not limited to):
 - Courier deliveries.
 - Shelving, tidying and shelf-reading library collections.
- e) Actively contributes to a positive team environment by participating in planning, staff meetings and attendance at training.
- f) In consultation with the Branch Manager/Team Leader, makes decisions on matters regarding the routine day-to-day function of the branch.
- g) Is responsible for, and when necessary, adjusts branch daily roster to reflect the day's work needs.



As the nominated Officer-in-Charge of a shift:

The TSO:

- a) Provides leadership and oversees effective branch operations in the absence of the Branch Manager/Team Leader within established policies and procedures.
- b) Assumes responsibilities for the operation and security of the branch as rostered within given guidelines and with scope to exercise some discretion.
- c) Supervises, organises and directs other staff.
- d) Is responsible for the workflow of all service points, ensuring OH&S standards and work practices are maintained.
- e) Deals with and resolves customer complaints and difficulties in the absence of the Branch Manager/Team Leader according to library procedures.

The TSO Officer is also required to carry out other such duties as are within the limits of the employee's skills, competence and training. These are discussed and agreed on as part of the Annual Staff Development and Performance Appraisal Program.

Rostering

The incumbent must have roosting flexibility to attend events and programs and to work at other locations as required; this may include evenings and weekends. Appropriate penalty rates are paid when applicable.

Authority and Accountability

The TSO acts under supervision:

- a) However, generally requires limited supervision and is responsible for managing their own work.
- b) Seeks guidance on unusual aspects of the work or when priorities or competing demands become unclear.
- c) Complies with all OHS policies, procedures and requirements and takes reasonable care to protect their own health and safety and that of others in the workplace.
- d) Is accountable for the highest standards of courtesy, responsiveness, accessibility, follow up, communication and teamwork.

Judgement and Problem Solving

The TSO under guidance and supervision:

- a) Has the authority to make decisions on matters regarding the routine day-to-day function of the library.
- b) Decisions of a non-routine or politically sensitive nature must be referred to a Branch Manager/Team Leader.
- c) Ensures established corporate policies and procedures are followed in day-to-day work.
- d) Uses the library services systems, and where appropriate refers to management to facilitate decision making.
- e)



The TSO requires:

- a) Knowledge of and interest in technology and systems as they apply to a public library environment or customer service industry.
- b) Strong digital literacy and understanding of digital resources and how to make them available to staff and the community through programs and training.
- c) Knowledge of digital products and technological trends.
- d) Supervision, training and learning principles (Train the Trainer or similar certification or experience).
- e) Ability to diagnose and troubleshoot problems related to personal computer hardware/ software.
- f) Ability to seek creative solutions to a wide range of issues and challenges.

Management Skills

The TSO requires:

- a) Skills in managing own time and work, including setting priorities, planning and organising to achieve set objectives or program delivery within a specified timeframe. However, when priorities conflict, or are unclear, they should seek clarification and guidance from the Branch Manager/Team Leader.
- b) Ability to achieve agreed strategies to ensure that specific objectives in relation to TSO opportunities are delivered.
- c) Understanding of the library service's personnel practices including EEO and OH&S.

Interpersonal Skills

The TSO has:

- a) Well-developed written, oral and presentation skills.
- b) A flexible approach to work and changing priorities.
- c) Interpersonal skills that enable working with people at all levels and motivating others.
- d) Problem-solving and negotiation skills.
- e) Personal commitment to improving own knowledge and skills.



Selection Criteria

- a) Library qualification (which confers eligibility for professional membership of the Australian Library and Information Association), or demonstrable experience in a similar role.
- b) Certification in “Train the Trainer” programs or basic training skills is desirable.
- c) Ability to work independently with excellent time management skills to organise a diverse workload, set priorities and follow projects through to completion.
- d) Proven expertise in the technological area and its potential relevance in public libraries or proven and current knowledge of technology including online resources, mobile device technology, social media applications and emerging technologies.
- e) Ability to provide IT support in a customer service environment.
- f) Knowledge of the Corporation’s library services, products and collections, or the capacity, with training, to gain such knowledge in a short period of time.
- g) Flexibility to be rostered to work through all service locations is essential.

