



JOB TITLE Library Technician	CLASSIFICATION Band 4	REPORTS TO Team Leader IT & Systems
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WHAT WE TRUST YOU TO DELIVER




- » Provide Help Desk operational and technical support to the libraries team, contributing to the provision of a high-quality library service to all customers
- » Ensure the excellent condition of the library technology (systems and hardware) on a day-to-day basis with particular emphasis on identifying and resolving equipment-based issues promptly and their support and maintenance.
- » Assist the Team Leader IT & Systems with projects and liaise with the council Technology Enablement team and external vendors as required.
- » Contribute to developing and maintaining records, policies, procedures, and training relating to library hardware and software, and new technologies
- » Collection and reporting of circulation and collection statistics for library management
- » Provide a high-quality customer experience to all library users and undertake regular circulation desk duties.

WHAT YOU'LL NEED TO THRIVE




- » Diploma level qualifications in Library and Information Services, Information Management or IT and a demonstrated experience in a similar role.
- » Understanding and experience in using Integrated Library Management Systems, related technologies and software applications and their administration. Including ability to troubleshooting, identifying and resolving issues with a view to developing recommendations.
- » Experience working in a modern public library with a genuine understanding of their role within the community.
- » Ability and desire to provide support to team members and positively contribute to the team culture.
- » Ability to provide a high level of customer service to internal and external stakeholders and team members. with proven ability to multi-task, problem-solve and thrive under pressure.
- » Ability to work in a fast-changing environment with high-level organisational skills and positively contribute to the team with time management skills to organise workload and meet deadlines.
- » High level written and verbal communication skills with a high attention to detail.

WHAT WE'LL DO TO SUPPORT YOU



- Provide a safe and welcoming environment where you'll be encouraged to innovate and embed new ways of working.
- Deliver opportunity for genuine engagement and collaboration across all levels of the business.
- Commit to your long-term growth and career development.


WHERE YOU FIT IN AND THE DIFFERENCE YOU CAN MAKE



VISION Council will be an inclusive, healthy, creative, sustainable and smart community.

VALUES Cooperation, Change and New Ideas, Learning, Achievement, Communication & Accountability.

OUR CAPABILITY FRAMEWORK OUTLINES THE BUILDING BLOCKS WE USE TO DEVELOP OUR ORGANISATION AND PEOPLE



CAPABILITY	Project Management	Change	Communication	Good Governance	Achievement
LEVEL	1	1	1	1	1
CAPABILITY	Leadership Impact	Decisiveness	Agility	Care	Growth Mindset
LEVEL	1	1	1	1	1