POSİTİON SUMMARY
The Technical Support Officer works as part of the Library Application Support Unit to develop and maintain digital library services and systems to support the delivery of scholarly information, data and services to the research, learning and teaching communities at UNSW.

ORGANISATIONAL ENVIRONMENT

Overview of the Faculty/School/Divisional Work Unit

The Library Application Support Unit manages, maintains, and develops the applications that underpin the online delivery of scholarly information resources and online services provided by the Library to the UNSW community. The Unit ensures that library applications interoperate with other enterprise systems at UNSW. It also supports the development of library applications by working with the external vendors of the applications.

Reporting Relationships

Supervisor’s title: Manager, Library Application Support Unit
Other positions reporting to the supervisor: Technical Support Officer x 5
Positions reporting to this position: None
Other relationships:
• Library staff to support their business needs
• UNSW Professional staff on IT infrastructure and interoperability with other UNSW enterprise applications
• System vendors on issues and development of their products
• Relevant industry groups and communities
KEY DUTIES & RESPONSIBILITIES

- Work collaboratively and creatively with Library colleagues and other areas of the University to specify, design, develop, implement and maintain digital library services and systems that meet usability standards and, when required, interoperate or integrate with other systems.
- Analyse, prioritise and resolve system problems with Library systems including the core Ex Libris applications, ALMA and Primo.
- Test and apply solutions and upgrades to systems including liaising with other Library business units, IT and software vendors.
- Monitor and remediate the health of systems to manage load and disc space issues and minimize system down time.
- Manage technical aspects of projects to enhance the Library’s systems and services.
- Provide advice and support to other Library business units on the best practice use of the Library’s systems and services.
- Propose new methodologies and solutions to continuously improve internal processes within the Unit.
- Develop and maintain documentation on the Library’s systems and services including policies and procedures for their administration.
- Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

SELECTION CRITERIA

- A relevant degree with a depth of subsequent relevant experience in developing and supporting web and mobile-based services and systems or an equivalent level of knowledge gained through any other combination of education, training and/or experience.
- Strong experience in troubleshooting applications and developing software solutions. Experience in using any of HTML, XML, XSL/T, CSS, Perl, JavaScript, Ajax, jQuery and MySQL an advantage.
- Well demonstrated understanding of storage, management and description of information assets and data in a university or research environment, and of web and mobile delivery.
- Well developed planning and organisational skills and experience in developing project plans and schedules, including sizing tasks.
- High level analytical and problem solving skills with a demonstrated ability to investigate and make informed decisions regarding complex issues.
- Well developed communication and liaison skills with a focus on understanding business requirements, communicating technical concepts to non-technical audiences, writing technical documentation and liaising with staff and software vendors.
- Demonstrated ability to work collaboratively and flexibly as part of a small team and with other staff. Must also be able to work well independently with little supervision.
• Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.