

Position Description

Role Title:	Library Digital Support Officer	Level:	WDRC Non-Operational Staff Certified Agreement 2023 Level 4
Division:	Community and Liveability	Vacancy Reference:	1574
Department:	Communities	Position Status:	Full Time
Section:	Library Services	Location:	Dalby Library
Reports to:	Library Services Coordinator	Revised:	August 2025

Role Overview

The Library Digital Support Officer is responsible for supporting the development, coordination and delivery of technology and digital services, and the maintenance of current library systems and services across all library branches. Strong communication skills and ability to maintain solid relationships with internal and external stakeholders will be vital to this role.

Key Responsibilities

This role encompasses a range of duties and responsibilities which may vary as directed by Council. The key ones include:

- (1) Coordinating the development and implementation of actions to support Library's 'Fostering digital participation' Strategic Theme;
- (2) Developing and maintaining Library Website pages and other online services;
- (3) Supporting the maintenance, administration and development of Library-specific systems including the Library Management System and RFID solution;
- (4) Research, identify, trial, and make recommendations on:
 - Business processes and customer service improvement through innovations and efficiencies using applicable technology;
 - Emerging and new technologies and its application to engaging digital programs; and
 - New eResources with respect to content, functionality, value for money and existing resources.
- (5) Overseeing and administering the acquisition, distribution, installation, and maintenance of digital and other resources relative to public programming, library services and the online profile of the library;
- (6) Contributing to STEM adaptation in our region through community engagement with programs, partnerships, facilitation, and outreach;
- (7) Liaising with internal and external stakeholders including eResource and technology vendors and facilitators;
- (8) Participating in future planning of technology and digital projects for Libraries; and
- (9) Delivering technology and digital services training/programs to staff and the public.

Critical Competencies

Suitability for this position will be based on experience, application, achievement, and potential in the following critical competencies as they link to the key responsibilities for this position.

Proven/Demonstrated experience in:

- (1) Advanced digital literacy skills to identify, assess and apply emerging technology in a Library context for general and library specific technologies;
- (2) Excellent organisational and time management skills. Ability to use time management skills to plan, set priorities, manage competing demands, and complete tasks within specified deadlines;
- (3) Ability to work within a policy and procedural framework, be self-directed and exercise sound judgement;
- (4) Interpersonal skills which foster positive working relationships and cooperation and the ability to communicate with all levels of staff, vendors, suppliers, stakeholders, and the community both verbally and in writing;
- (5) Commitment to innovation and ensuring continuous improvement in operational processes; and
- (6) Knowledge and understanding of:

- Programming languages and game development engines or technologies for the purposes of public program delivery is desirable e.g. Unity, Unreal, Gamemaker Studio, Scratch, MakeCode, C++, C#, Python, JavaScript;
- Software technologies is desirable - including but not limited to HTML, XML, XSLT, CSS, JavaScript and PHP; and
- Audio visual equipment

Required Knowledge / Qualifications

A person in this position will need to hold a relevant Certificate IV, Diploma or Tertiary Qualification in Library & Information, Education, Media, Technology or in a related field, **OR** be able to demonstrate equivalent related experience. A current driver's licence is essential for this role as travel is required. The successful applicant must possess, or be willing to obtain, a Working with Children Blue Card.

Mandatory Vaccinations (or a valid and verifiable contraindication) are to be evidenced when requested by Council.

Our Organisation

Western Downs Regional Council is a dynamic organisation committed to providing outstanding service to the local community. Everything we do is underpinned by our positive culture and internal brand which includes being an organisation that cares about its people and their safety, is future focused and strives to make a real difference to our community. Our behaviour reflects our organisational values: **Communication, Leadership, Respect, Balance, Team Work, and Accountability.**

Culture Statement

Here at Western Downs Regional Council - It's The People That Make It! We act as one, committed to empowering productive teams with our people enjoying high levels of personal job satisfaction.

Safety First

Western Downs Regional Council is committed to fostering a Safety First work environment that eliminates or manages hazards that have the ability to cause injury or illness to our employees, communities, assets and customers. Council's Safety First values include pre-employment medicals and random drug and alcohol testing.

Fraud Statement

Council has zero tolerance towards fraudulent and corrupt conduct and is committed to the prevention and detection of these activities, and to high standards when dealing with breaches and wrongdoing.

Human Rights

Western Downs Regional Council is committed to protecting and promoting human rights and to building a culture within Council that respects and promotes human rights and as such will respect, protect and promote human rights in our decision making and actions.

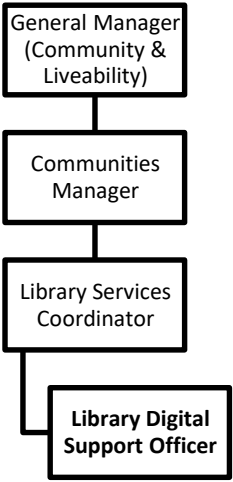
Risk Management

Council creates an environment where all staff will be aware of and take responsibility for, managing risk.

Additional Information

- This position has financial delegations - refer to the delegations register.
- The reporting relationship for this position is shown below:





Employee Signature

Name: [candidate_name]

Signature: [acceptance_status]

Date: [acceptance_date]

