Suffolk Libraries

ROLE PURPOSE: To offer face-to-face and advanced helpdesk support on desktop applications, Wi-Fi, Microsoft Office, key line of business software and a number of devices which support information and reading.		
Accountabilities	**Measures of success**	**What you need to know**
1. Teamwork • Participate as a member of the IT and Web team and wider central office team • Have a professional approach which will allow you to identify and interpret user needs through to a sustainable solution. • Assist with the implementation and development of the Library Service IT strategy. • Ability to act on your own initiative whilst being able to work as part of a team. • Support the IT Manager providing advice on IT strategy and other technology options to improve services. • Work flexibly to support service delivery across Suffolk Libraries. • Take ownership for own personal development.	- Feedback from team members/ line manager - Contribution to service - Team performance - Service development	You will have an IT qualification or equivalent experience. Commercially astute and business focussed. Good knowledge and experience of Microsoft applications and working in Active Directory. Effective communication skills across a range of contacts, including partnership and contract management. Experience of delivering web based solutions. Experience of Windows 7, Windows 10, and Chrome OS Experience of tablet and mobile devices including eBook readers Full clean driving licence.
2. Service delivery • Support the delivery of the library service critical systems including the Library Management System (Spydus) and PC Booking system (Netloan) • Problem solving • Be familiar with windows networks and management systems, tablet and mobile devices including eBook readers, remote connectivity and wi-fi. • Work with staff and managers to ensure creative and flexible use of IT to meet service needs. • Provide the agreed level of first line help and support using our ticket system • Ensure the overall quality of the service by applying policies and guidance into practice, including Equal Opportunities, Health and Safety etc.	- Service delivered within budget and to agreed targets - Feedback from staff and managers - Service delivery performance indicators	

		How you act
3. **Planning and service development** • Contribute positively to the ICT strategy for Suffolk Libraries. • Support the developing online presence for Suffolk Libraries (including its intranet). • Research and keep up to date on developments in new technology relating to Suffolk Libraries e.g. cloud, emerging technologies, new channels etc. • Assist with maximising the benefit of the library management system Spydus for customers and staff. • Take projects through to their resolution • Assist in shaping service plans and business plans for Suffolk Libraries.	- Initiatives implemented - Take up rate - Customer feedback - IT Manager feedback	Leadership – you develop and sustain the service to achieve better outcomes for customers. Service deliverer – You focus on delivering a service that provides great outcomes for our customers. Trusted Advisor – you provide advice and guidance to others that enables them to operate effectively. Resource manager – you find ways to use the resources available efficiently and continuously look for improvements.
4. **Communicating Effectively** • Have excellent communication skills • Communicate well with fellow IT professionals, front-line Library staff and customers • Communicate with and influence key partners and suppliers to achieve the best outcomes possible for Suffolk Libraries in your dealings with them.	- Feedback from stakeholders - Effective delivery of agreed outcomes	
Agreed by Job Holder……………………. Date………………….		
Agreed by Manager ………………………Date…………………..	Review due by ……………..	