

ROLE DESCRIPTION

Information Services Officer

	Campus: Mooloolaba Region: Corporate		Closing date: 11:59pm 8 November 2026
	Business Unit: TAFE Queensland Library Network Team: Library Client Services, Operations and Delivery		For further information, please contact: Contact name: Nikki Chambers Role: Senior Librarian Email: Nikki.Chambers@tafeqld.edu.au Or check out our <u>Applicant Information Guide</u>
	Award: TAFE Queensland Award – State 2016 Agreement: TAFE Queensland (TAFE Services Employees) Certified Agreement 2025 Classification Level: TO2 Salary: \$76,258.98 - \$89,903.67 per annum, plus superannuation contributions of 12.75% of your salary		
	Status: Permanent full-time		Winner: Queensland Large Training Provider of the Year 2024
	Job ad reference: TQ2026-1047		

About TAFE Queensland

TAFE Queensland is proud to be the largest and most experienced Vocational Education and Training provider in the State, with a history of serving Queensland communities for more than 140 years.

At TAFE Queensland, we hold true to our values and keep our customers at the centre of everything we do. By living these values, we continue to strengthen TAFE Queensland's reputation as a leading provider of high quality education and training. Our people are recognised for demonstrating these values in their everyday work.

				
Safety first	Working together	Focusing on our customer	Taking responsibility	Showing initiative

Your opportunity

As an Information Services Officer within TAFE Queensland Library Network, you will:

- Work and collaborate in person and virtually with like-minded and professional Library staff across Queensland, including our Client Services, Virtual Services, Copyright and Licencing and Learning Services teams.
- Work with and provide support for TAFE Queensland students, educators and other TAFE Queensland staff.
- A typical day will see you providing research and referencing support, assisting students to access TAFE Queensland systems, conducting library tours and orientations, attending professional development, contributing to projects and so much more! If academic libraries are your passion, we look forward to hearing from you.

This position reports to the Senior Librarian, Library Client Services, Operations and Delivery.

Key responsibilities

- Contribute to the success of transformation and cultural change through promoting and modelling the established values of Safety First, Focusing on our Customer, Working Together, Showing Initiative, and Taking Responsibility.
- Perform all library functions and duties in customer service delivery, including but not limited to, opening, closing and maintaining libraries, allocating work to library administration officers, organising and working with library collections, stocktaking and shelving.
- Deliver high quality customer service to assist clients with general enquiries, loans including equipment loans, locating and accessing resources, basic reference and assignment help queries, wireless and PC technical assistance, printing, copying and scanning.
- Assist TAFE students and staff with their use of e-resources, the learning management system, online systems, equipment and software relevant to teaching and learning.
- Ability to adapt to, use and provide support in a range of existing and emerging technology platforms and delivery modes.
- Maintain records and reports and contribute to the collection and collation of statistics.
- Conduct library tours and orientations as required.
- Adaptability to change within your workplace, including but not limited to tasks and library locations.
- Contribute to the development and delivery of the Library Network's programs and promotional and marketing initiatives to ensure client awareness and usage of services and resources.
- Contribute to innovations and projects and participate in the development, implementation and review of library policies, procedures and plans that support a culture of continuous improvement through team work.

How you will be assessed

Within the context of the role description above, the ideal applicant will be someone who has the following key capabilities:

- Proven ability to provide quality customer information service delivery using new technology including, maintaining library information systems, problem solving technology issues and technical services.
- Demonstrated skills in relevant library based information technology areas such as online systems, eresource platforms and web technologies.
- Sound knowledge of library principles and practices, with the ability to undertake projects showing your use of initiative and innovation.
- Proven ability to work as part of a team while remaining flexible, organised and showing the ability to prioritise own workload and apply well developed organisational skills to tasks or projects.
- High level of communication and client service skills to work collaboratively with stakeholders and colleagues to achieve outstanding client service.

About you

Mandatory requirements:

- A Diploma of Library and Information Services or equivalent (or near completion of qualification) which allows eligibility for Library Technician membership of the Australian Library and Information Association.

Highly desirable:

- High levels of ability to problem solve information technology issues across multiple devices.

How to apply

To apply for this role, please provide the following:

	• a detailed resume including the contact details for two referees (one of whom is your current supervisor); and • a cover letter (maximum 2 pages) that outlines your experience, skills and abilities and responds to the 'How you will be assessed' criteria. Applications must be submitted via TAFE Queensland's recruitment portal.
	For more information, • check out our Applicant Information Guide • or visit TAFE Queensland's website.

Additional Information

- You may be required to travel and work across the region.
- Travel and overnight absences from base may be required of this position.
- It would be highly desirable for the incumbent to possess a current driver's licence.
- A criminal history check will be initiated on the successful applicant.
- A non-smoking policy applies across TAFE Queensland campuses, in TAFE Queensland buildings, offices and motor vehicles.
- If the successful candidate has been engaged as a lobbyist, a statement of their employment is required.
- You may be required to complete a period of probation of three (3) months.
- You will be required to complete a range of training activities within the onboarding and induction period, including systems training.
- The key responsibilities listed in this role description are broadly captured for the role and this list is not exhaustive. The incumbent may be required to undertake other activities, projects and tasks as directed by the relevant manager.