international conservation services

POSITION DESCRIPTION: COLLECTIONS & TECHNOLOGY PROJECT COORDINATOR

Title	Collections and Technology Project Co-ordinator
Reports to	Head of Museum & Gallery Services
Division/Department	Museum & Gallery Services
Location	53 Victoria Avenue, Chatswood, Sydney

1. PURPOSE

The Collections and Technology Project Co-ordinator provides technical and administrative support for a wide range of collections management, technology, and conservation projects. The role has two main focus areas.

The first area is servicing existing Fortecho, Smarttrack RFID and technology projects, as well as supporting the establishment of new projects. The role includes providing on-site installation assistance and ensuring that technical information, user guides and related data are kept accurate, up to date and available when required.

The second area relates to the implementation of collection management projects, including support for conducting collection surveys (documenting and condition reporting), cataloguing projects, report writing, tender and proposal preparation, and some basic artwork maintenance. Ancillary functions such as photo-documentation, research, and administrative support may also be required.

According to skills and experience, the Technology and Collections Project Co-ordinator may advise on and participate in technical problem-solving within their sphere of expertise. They work closely with the Head of Museum & Gallery Services, and with other professional staff in all ICS teams on an as needs basis.

In addition, all ICS staff are encouraged to broaden their skill base by supporting projects in other disciplines when opportunities arise.

2. REPORTING RELATIONSHIPS

The Collections and Technology Project Co-ordinator:

Reports to	• Head of Museum and Gallery Services • Collection and Conservation project managers when working on specific jobs
May supervise work undertaken by	• casual staff • subcontractors

3. DUTIES AND RESPONSIBILITIES UNDERTAKEN BY ALL ICS STAFF

This position description should be read in conjunction with the following documents:

- *Working at ICS: Position Guide*, which provides an overview of duties relevant to all ICS staff
- *Key Capabilities: ICS Technical Staff*, which provides a general guide to qualifications, experience and capabilities.

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MAJOR RESPONSIBILITIES

Collections and Technology

Outcome:	On time, profitable, quality project outcomes are appropriate to client needs

Responsibilities fall into the following broad categories:

Technology

- Provide technical support in a range of areas, which may include Fortecho, Smarttrack RFID, collection management services, etc.
- Undertake technology support services, with guidance and supervision.
- Assist with the development of user manuals and guides for technology solutions.
- Assist with maintaining up-to-date records of technology projects including support and maintenance agreements and invoicing.
- Assist with writing and editing technical manuals and user guides.
- Assist with the installation, commissioning and testing of hardware and software.

Collections Management

- Assist with the management of data and information for collection management projects, including downloading and uploading data to collection management systems, and cataloguing collections.
- Assist with collection management projects, with guidance and supervision.

Conservation

- Assist with conservation projects, eg. condition assessing, photo-documentation.
- Support for report writing.

Project Management

Outcome:	Project management skills are utilised to support successful job outcomes

- Work collaboratively in project teams, which may include collection managers, specialist sub-contractors and/or technology partners.
- Use ICS processes and standard project management practices to plan and manage jobs.
- Communicate effectively with technology partners, clients and colleagues about job requirements and work progress.
- Support the writing of submissions and quotes, including sourcing quotes for materials, subcontractors.
- Source and collect equipment, supplies and materials for jobs.

Client Relations

Outcome:	ICS clients are confident about our work and value their interactions with staff, resulting in ongoing, productive relationships

- Engage, inform and communicate effectively with clients.
- Identify ways to enhance job value (quality, financial, timing) for both clients and ICS, and discuss opportunities with supervisor.
- Provide regular advice to ICS Management about client feedback.
- Support ICS Management to effectively deal with client concerns.

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Teamwork and leadership

Outcome:	ICS conservation and administration teams function smoothly to maximise productivity and well-being of staff

- Participate in team meetings and support team administration.
- Seek advice and support to manage difficult jobs.
- Contribute to the skills development of peers and team members, eg. through sharing technical and professional insights and learnings.
- Ensure equipment and any relevant software is properly maintained.

Work, Health and Safety

Outcome:	ICS is a healthy and safe work environment for all staff

- Take reasonable care and cooperate to protect the health and safety of self and others.
- Model safe work practices in own behaviours.
- See *Working at ICS: Position Guide* for more detailed information for all staff and Team Leaders.

Business operations

Outcome:	ICS administration and management processes support the delivery of positive financial outcomes

- Support supervisor and ICS Business Operations Team to manage job approvals, cancellations, and job scheduling.
- Assist in developing invoicing schedules and claim statements.
- Assist with the processing of monthly reports, eg. forecast billings, work in progress, insurance, etc.
- Identify and implement operational improvements.
- Engage with and contribute to the achievement of ICS strategic goals.

Professional Development and training

Outcome:	Personal career goals are nurtured and enhance ICS standing in the profession

- Actively engage in personal professional development, eg. through on-the-job acquisition of expertise, formal training, and through professional activities, organisations and events.

4. ADDITIONAL DUTIES

As required from time to time.

APPROVALS AND REVISION

Written/revised by	Approved by	Approval date
Doug Rogan Head of Museum and Gallery Services	Ruth Thompson Operations Manager	15 April 2021

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KEY SELECTION CRITERIA

Skills and knowledge

1. Knowledge of collection management and conservation principles and practices, and at least one collection management system.
2. Broad knowledge of Information technology – hardware, software, networking and wireless connectivity.
3. Ability to critically assess technology issues, troubleshoot, document and develop solutions.
4. Skills and ability to use a variety of hand tools and small equipment, eg. lifting equipment, drills.
5. Ability to work independently, setting priorities, and managing time effectively.
6. Excellent written and verbal communication skills.
7. Proficient use of business technology including Microsoft Office software and digital photography.

Personal attributes

8. Meticulous attention to detail.
9. Initiative and willingness to learn.
10. Strong interpersonal skills that support collaborative teamwork.
11. Warm, confident and resilient.
12. Outcomes-focused, with a level-headed approach, helpful attitude and excellent work ethic.
13. Strong interest in and appreciation of the arts and heritage conservation.

Experience

14. Experience working in technology or collection management, or an allied field, eg. as a collection technician, skilled IT tradesperson, Museum Technician.
15. Experience writing reports.
16. Experience providing excellent client service and building effective working relationships.
17. Demonstrated experience of working effectively with staff from diverse backgrounds
18. Demonstrated ability to maintain safe work practices in the workplace

Qualifications

19. Training in a relevant area, eg. collections management, information technology.
20. Drivers Licence.

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