

The University of Manchester

Job Description

Job title:	Systems Support Analyst (Digitisation)
Reports to:	Systems Manager
Organisation unit:	University of Manchester Library: Research and Digital Horizons
Date:	January 2021
HERA:	MAPPS-UML-R&DH-DS-I (453, Grade 6)

Overall purpose of the job:

To coordinate the technical support of systems and services used for the creation and dissemination of digital content across the Library.

To support and develop a robust technical infrastructure for Library digitisation and digital preservation activity.

To enable technical developments and innovation within the digitisation landscape to be fully exploited by the Library.

Key responsibilities:

- To contribute to an environment that values and celebrates the diverse nature of the University of Manchester's population and to take positive steps to achieve equality in the workplace and to both meet and exceed our obligations under equality legislation
- To coordinate the development and maintenance of the technical infrastructure of systems and services used for the creation, management, display and preservation of digitised resources, including developing, managing and supporting the Library's digital resource systems
- To collaborate with the Digital Development team and colleagues from Digital Services team in developing, managing and supporting the Library's digital resource systems
- To liaise with the Systems Manager with respect to technical aspects of digitised collections and their integration into the Library's digital library portfolio
- To provide technical support and guidance to colleagues working on collection development for the provision of licensed digital content for taught course support and use in research activities. This will include support for any software associated with this activity
- To provide relevant technical support and guidance to colleagues working in collections development and the management and development of our Special Collections. Including

that relating to the provision of digitised heritage materials and supporting associated systems and software

- To provide technical input and advice to library staff and academic colleagues planning digitisation projects and bids to fund them
- To line-manage the Systems Assistant (including recruitment, performance management and staff development)
- To help provide the Library's eLearning team with the IT infrastructure and tools necessary for the delivery of teaching and learning resources
- To liaise with collection managers over metadata standards for digitised content, content discovery and ensuring interoperability with internal and external discovery and metadata platforms
- To manage and support the export of digital resources and metadata to other relevant systems such as the Library's discovery system
- To support the technical aspects of projects and initiatives associated with digitised resources
- To collaborate with library colleagues, IT Services teams, and the University's IT delivery partners as necessary for system setup, maintenance and storage
- To act as the technical contact with external suppliers regarding digitisation and image related software and equipment (excluding photographic equipment and software)
- To implement innovative technical solutions to support digital curation and preservation. Coordinating the deployment of solutions through the IT change process and transition into service
- To represent the team as required and participate in any necessary activities and projects.
- To create up-to-date documentation of Library hardware, software installations, systems procedures, and standard operating procedures. To review and maintain this documentation on the Library's collaborative documentation platform and IT Support knowledgebase.
- To be responsible for compliance with and the embedding of University policies, procedures and requirements - in particular those relating to health and safety; equality, diversity and inclusion; and information governance
- Such other duties as may reasonably be associated with the grade and a role of this nature
- To work at any Library site as required
- To be flexible in relation to hours of work as may be reasonably requested from time to time
- To wear supplied Library branded clothing during defined promotional activities and special events
- To understand the specific context within which the role operates and how it relates to the wider University goals and business processes, in order to facilitate informed decision making
- To ensure the working environment reflects the University's and Library's values

PERSON SPECIFICATION

Essential knowledge, skills and experience:

- Significant experience of performing successfully in a similar role
- Knowledge of the technical concepts and techniques associated with digitisation

- Experience of coordinating and supporting the technical aspects of digitised collections and digitisation projects
- Logical, service-oriented approach
- Well-developed problem-solving skills with the ability to work through technical and conceptual difficulties
- Significant experience of supporting and developing applications managing metadata and digital objects
- Experience of developing, or working with others to develop, front-end interfaces to digital content
- Knowledge of relevant metadata standards
- Experience of the importing and exporting of digital objects and metadata between systems
- Knowledge of digital preservation issues and approaches
- An ability to manage a small team
- Knowledge of project management methods and techniques and proven ability to deliver technical projects to agreed specifications and deadlines
- Excellent interpersonal and communication skills, able to interact with a diverse group of colleagues in-person, and via digital channels

Desirable knowledge, skills and experience:

- A relevant honours degree
- A professional library or information or computing qualification
- Experience of working with and using library systems
- Experience of working in an academic library environment
- Practical knowledge of methods and equipment for preparation and processing of digitised files
- Experience of implementing OAI-PMH as a technology for integrating Library related systems, and maintaining such connections