

## The University of Manchester

### *Job Description*

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<b>Job title:</b>	Systems Support Analyst (eResources)
<b>Reports to:</b>	Systems Manager
<b>Organisation unit:</b>	University of Manchester Library: Research and Digital Horizons
<b>Date:</b>	January 2021
<b>HERA:</b>	MAPPS-UML-R&DH-DS-J (425, Grade 6)

#### **Overall purpose of the job:**

To provide a high quality, user-focused electronic resources technical support service to all users according to their needs.

To ensure the full exploitation of the Library's electronic resources by effective management of their delivery and maximisation of on-site and remote access.

#### **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 ensure access to the electronic resources to which the Library subscribes or which are otherwise available to it, both on and off campus, in close liaison with colleagues working in discovery, metadata and digital library interface development
- To line-manage the Systems Assistants (including recruitment, performance management and staff development)
- To liaise with the technical staff of publishers, aggregators and suppliers to ensure access to purchased and licensed content
- To assist the Systems Manager in liaising with IT Services teams and IT delivery partners to resolve authentication issues and ensuring future authentication solutions are implemented as appropriate
- To manage the staff and the electronic resources help desk function in dealing with access problems
- To support and maintain the open URL linking service
- To assist the Systems Manager in identifying and implementing future systems to manage electronic resources
- To liaise with the Systems Manager on new developments and new methods of delivery including authentication and authorisation
- To join and contribute to project teams and working groups where electronic resources access input is required
- To support Library colleagues in accessing electronic resources including providing training
- To provide statistics, management information and analysis about electronic resources usage

- 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:

- A relevant honours degree or sufficient relevant experience
- A professional library or information or computing qualification or sufficient relevant experience
- An ability to manage staff
- A thorough understanding of the current electronic information resources environment and its use to support teaching, learning and research within HE
- Successful experience of supporting access to electronic information resources in a relevant environment
- A good understanding of national and local authorisation and authentication issues
- Excellent communication, presentation and interpersonal skills
- Confident practical IT skills
- An ability to work effectively within a team and on own initiative
- Experience of working in a service-orientated environment and ability to demonstrate a service-led approach
- Good problem-solving skills