The University of Manchester

Job Description

Job title: Systems Support Analyst

Reports to: Systems Manager

Organisation unit: University of Manchester Library: Research and Digital Horizons

Date: January 2021

HERA: MAPPS-UML-R&DH-DS-H (425, Grade 6)

Overall purpose of the job:

Oversee the support and administration of the library systems, including the library management system (LMS), resource discovery tool, reading list service, self-service issues/returns, library access control and associated systems.

Manage and provide a responsive, high quality and customer focussed service in relation to these library systems. Manage the Systems Assistant and to ensure the skills of that person meet the changing requirements of that role.

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 advise on issues regarding the interoperability of the LMS and related systems with electronic resources platforms, digital content systems and University wide systems
- To manage assigned projects to ensure each is managed effectively and delivered to time and budget, ensuring customer requirements are met and planned benefits are achieved
- To line-manage the Systems Assistant (including recruitment, performance management and staff development)
- To work collaboratively with project and operational managers in transitioning projects to fully implemented and supported services
- To develop and maintain effective relationships with key stakeholders, suppliers and other teams across the University to ensure we provide a high-quality service to our customers
- To manage and provide operational support for the LMS and related systems
- Provide management information and statistics to support the strategic decision making and operational requirements of the library
- To oversee the periodic updates to the LMS and related systems, adhering to IT change procedures. To liaise with library colleagues to ensure that they are familiar with new functionality

- To maintain full and up-to-date knowledge and documentation of the LMS and related systems and its local implementation and relevant procedures
- To support the integrations between the LMS and other systems

- Providing support to the teams involved in metadata, discovery and collections development during the import and export of bibliographic data between the LMS and third-party systems
- Providing support for integration between the LMS and the University's finance and e-payment systems
- Developing closer integration between library systems and those managed by central IT Services, such as student records systems, virtual learning environment and the central authentication service.
- To provide training for library staff in the LMS and related systems as required
- To build and maintain effective working relationships with the central IT Services department, third party vendors and service suppliers
- To represent the library in the external user or working groups which support the development of the systems and services used by the library
- 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
- Ability to prioritise competing tasks in line with the library's strategic and operational objectives
- Ability to work methodically and accurately under pressure and to meet deadlines
- Experience of successful line management
- Experience of providing technical support and supporting key business systems
- Confident practical IT skills in a Windows environment
- An ability to build reports using management information software such as Business Intelligence
- Excellent communication, presentation and interpersonal skills

- An ability to work effectively within a team

- Experience of working in a service-orientated, customer focussed environment and ability to demonstrate a service-led approach
- Excellent problem-solving skills

Desirable knowledge, skills and experience:

- Knowledge of the MARC exchange format
- Experience of handling of non-Roman script and non-conventional records for library materials
- Experience of working in an ITIL environment, or similar IT Service Management framework