The University of Manchester

Job Description

Job title: Systems Assistant (Digitisation)

Reports to: Systems Support Analyst (Digitisation)

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

Date: January 2021

HERA: MAPPS-UML-R&DH-DS-D (293, Grade 4)

Overall purpose of the job:

To provide support to the Systems Support Analyst (Digitisation)a nd to carry out the basic functions of that role in the specified area of responsibility in their absence

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 develop and maintain a good working knowledge of Library digital object production, management and display systems and provide support for these systems
- To provide support for digitisation projects as required
- To work with colleagues in the Digital Services team, to coordinate the acquisition, deployment and maintenance of digitisation equipment, and maintain effective relationships with equipment suppliers
- To provide advocacy and support for the use of digital collections
- To liaise with library colleagues, IT Services and IT delivery partners regarding the support of systems
- To provide detailed statistics for the Systems Support Analyst (Digitisation) as required
  To ensure that work is carried out in a timely, effective and professional manner. This work may include, but is not limited to:
  - Prioritising own workload according to operational requirements
  - Advising the Systems Assistant (Digitisation)of relevant changes in trends to assist the development of new services
  - Preparing printed reports, statistics and web-based information as required.Sharing knowledge and expertise with staff throughout the Library and the University as a whole. Including ensuring system support guidance is maintained
  - Restarting network servers and dealing with issues
  - Creating metadata in appropriate formats and liaising with other departments regarding metadata

- Ensuring work is carried out in digital preservation good practice guidelines
- Liaising with staff in other libraries and institutions on issues relating to digitisation
- To support the library with creating and publishing digitised materials for teaching and research purposes
- Provide training in use of digitisation equipment and interfaces for library colleagues as required
- Writing and updating guides and standard operating procedures relevant to the above tasks, under the direction of the Systems Support Analyst (Digitisation)
- Undertakes all work in accordance with agreed safety, technical, quality and cyber security standards, using appropriate methods and tools
- To participate in training and staff development activities as required to keep up-to-date with relevant new developments
- 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 general understanding of academic library procedures and operations
- An academic or vocational qualification equivalent to NVQ 2/3, GCSE Grade A-C/O-level; or equivalent work experience in a similar environment
- Good IT skills, with experience of supporting relevant systems
- An understanding of the technical infrastructure of systems and services for creation, management and display of digitised resources, or strong support skills around digital object management
- Knowledge of the technical concepts and techniques associated with digitisation
- Experience of coordinating and supporting the technical aspects of digitised collections
- Knowledge of metadata issues and standards
- Knowledge of digital preservation issues and approaches
- The ability to work individually and as part of a team, and to work well under pressure
- A customer-orientated approach to service delivery
- Willingness to be flexible in terms of holidays and working hours (including working days) according to reasonable operational requirements
- Good written and interpersonal communication skills, including a proven ability to deal appropriately with a diverse range of colleagues

Desirable knowledge, skills and experience:

- Some understanding of client-server systems and some knowledge of shell scripts
- Knowledge and experience of using and supporting software packages and web platforms used in production, management and display of digital objects
- Experience of the use of digitisation equipment and the processes involved in digitisation