The University of Manchester

Job Description

Job Title: Systems Assistant

Reports to: Systems Support Analyst

Division: 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 assist the Systems Support Analyst in supporting allocated Library systems.

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 provide second-tier support to staff and students in the use of allocated Library systems
- To assist the Systems Support Analyst in supporting the release of new versions of systems, including liaising with Library staff to ensure they are familiar with changes and new functionality
- To assist the Systems Support Analyst in liaising with suppliers and IT Services
- To support the import and export of data to and from the allocated Library systems
- To assist the Systems Support Analyst in addressing system data quality issues as required
- To assist the Systems Support Analyst in communicating system changes and issues to relevant Library divisions and governance groups
- To assist the Systems Support Analyst in providing training and advice to Library staff in the use of the allocated systems and related technical standards
- To develop sufficient expertise in library systems, to represent the service as necessary within the library and on collaborative projects
- To keep up-to-date with developments in the Library systems field
- To prepare reports, statistics and web-based information as required
- To provide administrative support for the activities and services of the Directorate
- 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 Experience, Skills and Competencies

- A degree or HNC/A-Levels/NVQ3, or a relevant professional qualification, or sufficient relevant experience at a comparable level
- Experience of providing technical support and supporting key business systems
- A good understanding of the principles of relational database technologies and experience of relational database maintenance, including the importing and exporting of records and dealing with data quality issues
- An understanding of metadata standards and their role in the discovery and accessing of information
- Excellent interpersonal skills
- Excellent time-management skills and the ability to meet deadlines
- Ability to use own initiative and judgement to resolve day to day problems independently, or through a support team, where appropriate
- Excellent written and oral communication skills, including face-to-face presentations

Desirable Experience, Skills and Competencies

- Experience of supporting discovery systems
- Experience of working in a higher and/or further education library
- Experience of working within the ITIL framework