

The University of Manchester

Job Description

Job title:	Systems Manager
Reports to:	Head of Digital Services
Organisation unit:	The University of Manchester Library – Digital Technologies and Services
Date:	January 2021
HERA:	MAPPS-UML-R&DH-DS-B (532, Grade 7)

Overall purpose of the job:

- To manage, develop and support the library's core digital systems and associated systems to provide high-quality and user focused services
- Core systems include the library management system (LMS), library discovery platform and reading list management system
- Working as a member of the University of Manchester Library Research & Digital Horizons directorate management team, the post holder will be responsible for contributing to the strategic and operational activities of the directorate including planning and managing the work of the Systems team

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 manage the Systems Support Analysts to ensure their skills meet the changing requirements of the role
- To manage second-line support services for the Library's core digital systems, related systems and integration between those systems
- To identify areas requiring service improvement and to initiate plans to resolve as necessary
- To maintain a customer-orientated service culture, ensuring that staff operate within this
- To proactively seek out potential new opportunities for IT provision and enhancement with a range of stakeholders
- To act on behalf of the library to develop and maintain effective relationships with key stakeholders, suppliers and other IT service-related teams across the University to enable effective service provision to customers

- To work closely and collaboratively with stakeholder groups within the library to continuously develop and improve the library management system, library discovery platform, reading list management system and associated systems
- To maintain a good understanding of the LMS, associated systems and the library technology landscape. Identify likely future trends, nationally and internationally, to ensure the Library is at the forefront of developments in these areas and to facilitate service innovation
- To act as systems manager of the LMS and related systems (including self-service facilities and access control systems) and manage the third-level support of these services
- To build effective relationships with the vendors of the library systems, liaising on behalf of the library to raise issues and influence system development.
- To maintain a detailed knowledge of the LMS and its related systems
- To manage the provision of management information and statistics from the library systems, self-issue and access control systems to colleagues as required
- 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 work collaboratively with project and operational managers in transitioning projects to fully implemented and supported production services
- To provide expert advice and guidance with the evaluation and selection of alternative and new IT systems
- To advise the Head of Digital Services on new developments within the Library systems sector
- To advise the Head of Digital Services on issues regarding the interoperability of the LMS and related systems with electronic resources, digital content and University wide systems
- To keep policies and procedures under active review and recommend improvements and changes, as necessary, and implement those agreed
- To contribute proactively to the development and implementation of Library-wide operational planning and initiatives in support of University strategy and Library priorities
- To coordinate the production and maintenance of IT documentation including standard operating procedures and
- To supervise any additional support staff assigned to the delivery of the services
- 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:

- An Honours degree in an academic subject
- Full professional qualification in librarianship, IT or information management or sufficient relevant experience at a comparable level
- Demonstrable experience and skills in managing and motivating IT staff in a complex organisation
- Experience of managing the planning, organisation, delivery and support of IT services; including the establishment of service agreements, service monitoring reporting and benchmarking
- An understanding and awareness of the IT system support issues within an academic library
- Experience in managing the technical support of key business systems in a relevant environment
- Experience of delivering continual service improvements to meet current and future customer requirements in the most efficient way possible
- Ability to prioritise competing tasks in line with Library service objectives
- Experience of harnessing technological advances and innovation
- Proven ability to work effectively and collegially with others
- Strong IT skills
- Excellent interpersonal skills and influencing skills
- Excellent and proven relationship management skills with both internal and external parties
- Excellent communication skills, both written and verbal
- Experience of successful project management

Desirable knowledge, skills and experience:

- Previous experience in managing IT systems and support services in an academic library
- Knowledge of ITIL Service Operation practices.