

**UNIVERSITY of DUNDEE**

**Library and Learning Centre**

**LLC Systems Manager**

**Grade 8**

**Salary: £36,715 - £43,840**

**Permanent**

The Library and Learning Centre was formed as a merged service in January 2009 under the directorship of Dr Richard Parsons, combining the existing library services with support for elearning activities and the academic staff development programme. The LLC offers a forward-thinking and innovative environment, committed to providing support for learning, teaching and research activities across the University Of Dundee.

This role lies within Research & Systems division, where the LLC is seeking to appoint a highly-skilled, motivated individual who can demonstrate aptitude in system delivery, electronic service enhancement and team leadership. These skills will be used to co-ordinate the development and maintenance of our wide range of learning and library systems, with particular responsibility for the library management system.

The role includes team leadership responsibility for the IT Support and Systems staff (5 FTE). This proactive team includes a recently appointed systems developer, and works to support and enhance numerous online services including an LMS, VLE, search services and a repository.

A number of new initiatives are currently underway which provide example projects the role-holder could expect to be involved in:

- Transition to comprehensive RFID technologies and self service in all library sites
- New web-scale discovery system to search online academic resources
- Open source digital repository for online archiving of publications
- Integration of existing library and learning systems and further development of website

The division has an established reputation for system delivery in both elearning and library fields and are committed to building on existing work to remain an exemplar institution in this field.

Candidates should have a good degree based in computing or information professions, and minimum 4 years relevant experience, with experience of an academic environment and of team leadership highly desirable.

Informal enquiries should be addressed to Hannah Whaley, Assistant Director – Research and Systems Division. Email : [h.whaley@dundee.ac.uk](mailto:h.whaley@dundee.ac.uk) (tel 01382 384277)

## **FURTHER PARTICULARS – REF : CS/0008**

### **LIBRARY AND LEARNING CENTRE**

#### **LLC SYSTEMS MANAGER**

**Full-time**

**Permanent**

**Grade 8 (£36,715 - £43,840)**

**MINIMUM QUALIFICATIONS :** Candidates should have a good degree based in computing or information professions, and minimum 4 years relevant experience, with experience of an academic environment and of team leadership highly desirable.

**RESPONSIBLE TO :** Director of the Library and Learning Centre

**REPORTING TO :** Assistant Director (Research and Systems)

#### **OVERVIEW OF LLC :**

The Library and Learning Centre was formed as a merged service in January 2009 under the directorship of Dr Richard Parsons, combining the existing library services with support for elearning activities and the academic staff development programme. Within the University, the LLC lies within the Information Services directorate, and staff work closely with technical colleagues in Information & Communication Services. The LLC offers a forward-thinking and innovative environment, committed to providing support for learning, teaching and research activities across the University Of Dundee.

A number of new initiatives are currently underway which provide example projects the role-holder could expect to be involved in:

- Transition to comprehensive RFID technologies and self service in all library sites
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With a staff of 140 the LLC is structured in three divisions, each led by an Assistant Director:

- Service Delivery
  - 7 library sites
  - Learning environments
  - Circulation and support
  - Liaison librarian support
- Educational Development
  - elearning support
  - Online assessment delivery
  - Academic professional development
- Research & Systems
  - LLC systems and applications
  - Resource provision
  - Research support
  - IT support

#### **OVERVIEW OF ROLE :**

This role lies within Research & Systems division, where the LLC is seeking to appoint a highly-skilled, motivated individual who can demonstrate aptitude in system delivery, electronic service enhancement and team

leadership. These skills will be used to co-ordinate the development and maintenance of our wide range of learning and library systems, with particular responsibility for the library management system.

The role includes team leadership responsibility for the IT Support and Systems staff (5 FTE). This proactive team includes a recently appointed systems developer, and works to support and enhance numerous services including:

- Staff IT provision, using a Windows/Novell based standard operating environment
- Public-facing IT, including RFID self service terminals and digital signage
- Library Management System (Aleph 20)
- Search and Open URL solutions (SFX, MetaLib and Summon)
- Online Learning and Assessment (Blackboard 9 and QMP)
- Digital Research Publications Repository (DSpace)
- Additional online services, including website and web conferencing

The division has an established reputation for system delivery in both elearning and library fields and are committed to building on existing work to remain an exemplar institution in this field.

**PURPOSE OF POST :**

Supervise an existing team of IT support and systems staff within the Research and Systems Division of the Library and Learning Centre. Co-ordinate and manage the integration, enhancement and maintenance of all LLC systems under the direction of the Assistant Director for Research and Systems, taking particular responsibility for the Library Management System. Contribute to key projects and planning for the division as required.

**PRINCIPAL DUTIES :**

1. Team leader responsibility for the IT support and systems staff
2. Planning for future maintenance, upgrades and enhancements for LLC systems
3. Responsibility for the operation and functional development of the Library Management System, including identification and deployment of new features, and integration with other services
4. Involvement in planning and investigating key LLC projects as required, and coordinating activities on projects within the team
5. Development of policies and procedures for IT and systems related matters, with an emphasis on efficient working and enhancing service delivery
6. Ensuring systems documentation is complete, accessible and accurate, and can be utilised for information dissemination and training
7. To advance the generation and analysis of system statistics and reporting tools, to inform colleagues, projects and future developments
8. To work closely with other colleagues in the LLC, to identify requirements for systems and provide training and information about effective use of the applications
9. To participate in wider activities, with user groups, conferences and external colleagues to strengthen the LLC's reputation in this field

**PERSON SPECIFICATION :**

Personal Qualities

- Forward thinking, creative and motivated individual
- Technically skilled, and knowledgeable about IT, the web, and programming
- User-centered approach to problems, services and software development
- Excellent communicator, to both technical and non-technical audiences alike
- Excellent written skills, for technical documentation, issue reporting, explanatory and formal reports
- Ability to work individually, as well as playing varying roles within teams
- Flexible and responsive to any changing demands of the role and Higher Education field in general
- Ability to work under pressure, including skills in prioritization and organization to overcome software or hardware issues

## **ESSENTIAL SKILLS AND EXPERIENCE :**

### Experience

- Minimum 4 years recent relevant experience in enterprise level web applications/systems delivery, with team leadership responsibilities highly desirable
- Experience communicating with software vendors, users, technical contacts and management
- Experience of scripting and programming, and working with Unix/Windows web servers
- Understanding of modern academic environment, and the use of technology in library and learning activities

### Skills

- Software design, development, documentation and testing techniques
- Troubleshooting techniques for IT, hardware and software, and advanced problem solving skills for complex issues
- Project management skills and ability to meet project deadlines or targets
- SQL skills for querying and reporting, familiarity with Oracle and MySQL databases
- Operation of Windows and Unix platforms and web server technologies

## **DESIRABLE SKILLS AND EXPERIENCE :**

### Experience

- Experience of developing or delivering a Learning or Library Management System
- In depth knowledge of library management system processes, particularly in cataloguing and circulation
- Development of web services, understanding of SOAP and XML technologies, or previous use of externally provided API's
- Knowledge of library related products and protocols such as repositories, search systems, SIP2, Open URL, OAI-PMH and Shibboleth
- Knowledge of RFID and self service technologies

### Skills

- Advanced Perl, Shell Scripting or equivalent
- Java web application programming or equivalent
- Advanced IT skills including the imaging of IT equipment, and use of Novell applications
- Application of interface usability and accessibility guidelines
- Development of policies and practices relating to IT and systems usage