



Systems Development Specialist

Faculty / Department:	Library and Learning Resources	Grade:	SO1: <i>Salary range</i>
New appointees to Birmingham City University will ordinarily be appointed at the entry point of the appropriate grade			
Responsible to:	Systems, Access & Discovery Manager	Responsible for:	N/A

Job Purpose

This post supports Systems, Access & Discovery Manager in the day-to-day management of library technologies to ensure that they function reliably and their capacity and accessibility are optimised.

This post provides first-line technical support and day-to-day administration for all aspects of library technologies, including but not limited to:

- Authorisation and authentication application
- Library management system / Library services platform
- Resource management system (reading lists)
- Library customer services platform
- Content management systems
- Web discovery platforms
- SharePoint
- RFID equipment

This post provides system solutions and enhancements that are proactive and responsive to the needs of customer groups.

Main Activities and Responsibilities

1. Provide support to the operational management of library technologies, including systems, applications and equipment.
2. Provides technical support to students, faculty and staff, including troubleshooting, resolution, documentation and communication of system issues.
3. Support the delivery of projects by providing business analysis input, including mapping current business processes and proposed improvements to these processes.
4. Work within a project team involving colleagues from other library teams, as well as across the University, to create technical specifications and project documentation for enhancement and development to library systems.
5. Give advice on the suitability of library technologies to support new or existing business processes.
6. Develop and maintain documentation for workflows and procedures related to library technologies.
7. Support library staff by providing guidance, training and/or producing guides to using systems.
8. Maintain and develop knowledge of own subject fields. Monitor innovations and trends to contribute towards L&LR service development.

Person Specification



Essential Criteria	Application Form / Support Statement / Interview
1. A good general standard of education, at least GCSE or equivalent	Application Form / Support Statement
2. Experience of configuring and troubleshooting library systems and applications.	Application Form / Support Statement / Interview
3. Experience of business analysis and business process analysis gained on projects.	Application Form / Support Statement / Interview
4. Experience of working with complex data base systems and of extracting, analysing and interpreting data to produce reports and presenting information to others.	Application Form / Support Statement / Interview
5. Customer-focused and strong service orientation.	Application Form / Support Statement / Interview
6. Analytical thinking and problem solving skills.	Application Form / Support Statement / Interview
7. Positive and enthusiastic attitude towards developing new services or implementing changes to existing services.	Application Form / Support Statement / Interview
8. Excellent communication skills with the ability to interpret complex information and convey simple explanations to non-experts.	Application Form / Support Statement / Interview
9. Ability to work on own initiative and in a team environment.	Application Form / Support Statement / Interview
10. Ability to establish and maintain effective working relationships with library staff, University departments and other service stakeholders.	Application Form / Support Statement / Interview
11. Willingness and flexibility to work unsocial hours on occasions, e.g. serious incident management.	Application Form / Support Statement / Interview
Desirable Criteria	
12. Experience of project working, either in a project manager role or as a member of a project team.	Application Form / Support Statement / Interview
13. Experience of dealing with IT providers and suppliers and monitoring their performance.	Application Form / Support Statement / Interview
14. Experience of providing teaching / learning to others.	Application Form / Support Statement / Interview

- Application Form – assessed against the application form. Normally used to evaluate factual evidence e.g. award of a qualification. Will be assessed as part of the shortlisting process.
- Interview – assessed during the interview process by either competency-based interview questions, tests, work-related exercise, presentation and discussion, or teaching session etc.