



Systems, Access & Discovery Manager

Faculty / Department:	Library and Learning Resources	Grade:	MA1: <i>Salary range</i>
New appointees to Birmingham City University will ordinarily be appointed at the entry point of the appropriate grade			
Responsible to:	Head of Library Technologies & Digital Innovation	Responsible for:	• Systems Development Specialist • Digital Experience Specialist • Metadata Co-ordinator

Job Purpose

This post is responsible for the implementation, operational management and continuous development of library technologies and customer-focused IT services to meet the evolving needs of the library user communities and deliver the strategic direction of optimising engagement with library resources and services.

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

Primary responsibilities include managing, configuring, maintaining, and troubleshooting systems and applications to ensure optimal performance.

This post collaborates with key stakeholders, including but not limited to:

- University IT department – enterprise architecture, solution development and IT helpdesk
- Service providers
- Service users - library users and library staff

to deliver consistent and seamless discovery and access to library resources and services across all platforms and formats.

This post is expected to conduct research on new technologies and make recommendations on service innovations to enhance user experience.

Main Activities and Responsibilities

1. Take overall responsibility for the operational management and continuous development of library technologies, and related services and projects, to ensure the optimisation of resource discovery and engagement and reliable customer service delivery.
2. Manage installation, configuration, software releases, security patching, performance monitoring, back-ups etc. of the library systems and applications, in liaison with University IT department.
3. Provides technical support to students, faculty and staff, including troubleshooting, resolution,



documentation and communication of system issues.

4. Capture and prioritise demands for service enhancement with input from the supplier roadmaps and stakeholders.
5. Monitor system performance and hold suppliers accountable for overall performance within the framework of service level agreement.
6. Support projects of system change and/or improvement. Translate business needs into requirements, prepare project documentation, co-ordinate and schedule technical resources, and liaise with communications teams to ensure effective communications with students, faculty and library staff.
7. Transition system change and/or improvement into a production environment with necessary handover documentation, knowledge transfer and training for the primary customer support functions of the library.
8. Maintain documentation of key policies, procedures and standards in relation to own area of operations and ensure that it is regularly reviewed and updated.
9. Contribute to business continuity and recovery plans.
10. Deputising as appropriate in the absence of the Head of Library Technologies & Digital Innovation.
11. Represent the library internally and externally, participating in professional and technical groups and networks.
12. Maintain professional knowledge and awareness of technological advancement and conduct research on emerging technologies.
13. Ensure compliance with legislation and University policies, including Health and Safety, Data Protection, GDPR, accessibility standards, special education and disability requirements, equal opportunities etc.

Person Specification

Essential Criteria	Application Form / Support Statement / Interview
1. Degree and/or postgraduate qualification in librarianship or information science and/or educationally or professionally related area and/or equivalent experience.	Application Form / Support Statement /
2. Customer-focused and strong service orientation.	Application Form / Support Statement / Interview
3. Experience in a role involving the management and support of library management systems / library services platforms	Application Form / Support Statement / Interview
4. Experience of standard web browser display and application technologies (e.g. HTML, XML, CSS, JavaScript, CGI, XSLT), and usability, accessibility and cross-browser compatibility issues.	Application Form / Support Statement / Interview
5. Experience in project environment involving system development, e.g. migration or upgrade, in collaboration with stakeholders.	Application Form / Support Statement / Interview

6. Demonstrated service management skills, e.g. incident and problem management.	Application Form / Support Statement / Interview
7. Ability to identify business needs through consulting stakeholders and translate them into system requirements.	Application Form / Support Statement / Interview
8. Commitment to inspiring and innovative delivery and continuous service improvement.	Application Form / Support Statement / Interview
9. Strong influencing skills and confident to engage others to build collaborative working relationships and co-create solutions to challenges.	Application Form / Support Statement / Interview
10. Ability to drive and support service change and inspire and motivate staff.	Application Form / Support Statement / Interview
11. Excellent communication skills with the ability to interpret complex information and convey simple explanations to non-experts.	Application Form / Support Statement / Interview
12. Enthusiastic, self-motivated and co-operative with the ability to be flexible and demonstrate a high level of personal responsibility.	Application Form / Support Statement / Interview
13. Demonstrated ability to work collaboratively in a diverse and inclusive environment and commitment to reflective practice, open communication, and constructive feedback and challenge.	Application Form / Support Statement / Interview
14. Willingness and flexibility to work unsocial hours on occasions, e.g. serious incident management.	Application Form / Support Statement / Interview
Desirable Criteria	
15. Experience in identify and access management applications.	Application Form / Support Statement / Interview
16. Knowledge of bibliographic and metadata standards and tools, e.g. RDA, LCSH, DC23, MARC and OCLC.	Application Form / Support Statement / Interview
17. Professional qualifications in project and/or service management, e.g. PRINCE2, ITIL.	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.