1. Job Details
Job title: Systems Coordinator, Digital Library Division (DLD)
School/Support Department: Information Services
Unit (if applicable): Edinburgh University Library, Museums and Galleries (EULMG)
Line manager: Information Systems Manager, Digital Library Division

2. Job Purpose
The Systems Coordinator contributes to the development, maintenance and ongoing support of EULMG’s bibliographic and digital management systems, its web sites, and digital library architecture, ensuring that core services are delivered efficiently and effectively for the benefit of all users and in line with EULMG’s policies and procedures, by managing the first line response to requests submitted to the call management system. The postholder is responsible for documentation of system configurations used within EULMG’s hardware and software infrastructure and for managing the distribution of client software. The postholder is responsible for hardware and software procurement and the management of software licensing. The Systems Coordinator assists the Information Systems Manager in all areas of team management and, with deputy management responsibility, covers at those periods the Information Systems Manager is absent.

3. Main Responsibilities

1. Management of incoming requests to the Call Management System and escalation where appropriate, thereby providing service to EULMG and the Scottish Digital Library Consortium with agreed levels. Approx. % of time 30

2. Line management of 2 x Computer Support Officers within the Information Systems team; planning, monitoring, reporting, and performance appraisal, to ensure delivery of services to agreed targets. 20

3. Assisting operational management and support of core information systems, Database Management Systems, and hardware, to maximise access provision to services. 15

4. Procurement of hardware, software, and telecoms services, in conjunction with the Information Systems Manager, to facilitate ongoing replacements and meet the needs of EULMG staff. This includes the management of software licences to ensuring legal compliance for EULMG by regular policing of installed software. 15

5. Assisting team management (planning; monitoring against targets; reporting) in order to contribute toward Divisional service targets. 5

6. Representing the Division within EULMG and Information Services, on relevant external groups, and deputising for the Information Systems Manager in order to support EULMG’s strategic objectives. 5

7. Assisting (in conjunction with the Digital Architecture Manager) the commissioning of hardware, and the installation, configuration, and upgrades of operating systems and core applications, to ensure delivery of the agreed digital infrastructure within strategic targets. 5

8. Liaison with products and services vendors regarding maintenance and support; liaison with EUCS over support for EULMG staff applications, to ensure consistent delivery of service. 5

4. Planning and Organising
Work is based on management priorities agreed with the Information Systems Manager and the Divisional Management Team, with three-year and one-year planning horizons. Work is organised around agreed strategic priorities. As much as is reasonable is delegated to reporting staff, with regular meetings both as a group, and individually, to keep track of progress. The postholder will attend regular meetings with the Information Systems Manager to assess progress against targets.

• Contribute toward team and divisional workplans.
• Maintain workplans for direct reports.
• Attend regular meetings to discuss priorities and assist with solutions.
• Attend Divisional Forum meetings to hear and respond to requests from internal EULMG clients, as necessary.

5. Problem Solving
• Providing first-line responses to issues which occur in vendor relationships across a growing range of
digital library products, referring on problems which require resolution at a more senior level.
• Dealing with staffing problems which lead to service cover difficulties, inter-personal conflict or
disputes of remit with appropriate support from senior management where necessary.
• Identifying and recommending staff training needs as necessary to meet service requirements.
• Optimisation of workflows within business operations where possible; making recommendations to
senior management where higher-level decision-making is required.
• Liaison and negotiation with colleagues within and outwith IS to resolve problems.

6. Decision Making
• Decisions on when to take action without reference to more senior staff.
• Decisions on short-term reprioritisation of tasks in own area in response to urgent problems or
requests.
• Decisions relating to staffing redeployment within own area in response to urgent problems or
requests.
• Decisions on remedial action to be taken in the event of system failures.

7. Key Contacts/Relationships
• Contact with senior managers in EULMG and IS, and other Support Groups.
• Contacts with product vendors and content publishers and agents.
• Contact with users of library services – staff and students.
• Contact with senior staff in equivalent roles in other universities in the UK and overseas.
• Contact with Scottish Digital Library Consortium partner libraries and the Consortium Support
Librarian.

8. Knowledge, Skills and Experience Needed for the Job
Qualifications
• Good educational background with relevant qualifications and/or appropriate relevant experience.
• Experience of IT management
Attributes
• Calm demeanour, resourcefulness, reliability, commitment, flexibility.
• Strong team player, with a capacity to complete projects independently and collaboratively.
• A willingness to take responsibility and to propose and deliver solutions to difficult problems.
• Positive attitude to work.
• Tact, persuasiveness and assertiveness.
Skills
• Leadership skills: motivation, delegation and initiative.
• Strong communication skills, and an ability to promote innovative services clearly and persuasively
both in written communication and verbally.
• Excellent organisational and time management skills.
• Project Management skills.
• Systems Administration, Integration, DBMS Management, scripting and markup languages.

9. Dimensions
• Working as part of a team which also consists of 2 x Assistant Librarians, 4 x Information Systems
Developers, 1 manager, and 2 x Computing Support Officers.
• The Digital Library Division is one of four Divisions within EULMG, alongside Central Library
Services, Collections and Academic Liaison.
• The Division consists of four Sections: E-Resources, Information Systems, Digital Architecture and
Helpdesk. In addition there are a variable number of externally funded project posts.
• The Division consists of approximately 45 staff.
• The Division provides digital library services and information systems to EULMG’s 200+ staff, and
approximately 23,000 members of the University community.

10. Job Context and any other relevant information
These posts operate within a fast-moving context, as the internet and digitisation initiatives present
opportunities to perform the functions of librarianship in many new ways. To be successful, the post holder
must be able to be flexible and open to change. EULMG is proud to claim that it has one of the best resourced
digital library teams in the UK, and through this team – and its work in supporting and developing the growing
Scottish Digital Library Consortium – it has acquired an international reputation for innovation and excellence. We wish to build upon this reputation with all new appointments.