University of Edinburgh  
Job Description

1. Job Details
Job title: Workgroup Leader  
Planning Unit: EDINA  
Unit (if applicable): Bibliographic and Multimedia Services  
Line manager: Head of Bibliographic and Multimedia Service Delivery

2. Job Purpose
- Lead development, operation and maintenance of national services, and common software components underpinning the efficient and effective delivery of national services, delivered via the Internet used by students, staff and researchers in subscribing UK HE and FE institutions.
- Project manage or provide a technical lead for externally-funded project activity through technical investigations and development of demonstrators in the bibliographic or multimedia arena.

3. Main Responsibilities

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<th>Main Responsibilities</th>
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<td>1. Provide a technical lead or manage the design and development of project and service software components; provide technical advice and recommendations, provide the technical lead throughout the full project or service development cycle, from tender response, implementation planning and scheduling, design, development to testing of software components.</td>
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<td>2. Ensure correct day to day operation of national services in area of expertise to meet the defined Service Level Agreements by identifying and performing necessary maintenance and data updates, analysing service faults, and providing technical support to helpdesk staff. Provide operational cover for these services.</td>
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<td>3. Plan enhancement of services: analyse results of evaluation exercises, specify changes, and either implement or manage implementation of changes to the service specification.</td>
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<td>4. Conduct detailed technical analysis on emerging technologies and standards. Advise and recommend on adoption and use of technologies and standards to ensure EDINA national services continue to be sustainable, viable and have wide applicability. Establish best practices in the technical arena.</td>
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<td>5. Represent EDINA externally, prepare and give presentations on technical aspects of project progress. Produce supporting reports and documentation.</td>
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4. Planning and Organising
Work generated by events, such as fault finding, may be urgent and require immediate action. The post holder is expected to prioritise event driven service alerts and technical support queries without consultation.

Contracts for services and projects awarded to EDINA require technical leadership, for which the postholder is responsible. A large degree of initiative and planning is required to meet milestones and deliverables. Future planning requires months or sometime years of technical investigation and consultation with colleagues and staff in organisations involved in the provision of national infrastructure.

5. Problem Solving
A high level of ability in analysis and support skills appropriate to delivery of data services via internet technologies. Typically, problems arise through complex interaction between software components; services provided by other organisations; interpretation and use of metadata and protocol standards; and subscribers making novel demands on a service. The challenge being to identify where the problem actually lies and to initiate an appropriate response, either by investigating and identifying scalable solutions or through escalation to external organisations having direct responsibility. Many problems require considerable experience and expertise to be applied.
6. Decision Making
The development and maintenance of services requires decisions in respect of changes which will affect all users of these services, or decisions on technology deployment that will have resource and/or skill implications. The postholder would be expected to be able to assess risks, the timing of changes, consider resource constraints (both staff and financial) and provide recommendations to senior colleagues.

The majority of day to day decisions do not require upward reference, but are expected to be open to scrutiny and justification. The postholder will take many decisions unaided and will be trusted to implement their recommendations for service enhancement after appropriate consultation.

7. Key Contacts/Relationships
EDINA staff in other technical teams and the User Support & Helpdesk team. Occasional direct contact with subscribing site or technical representatives is required to solve or establish the exact nature of a problem.

Project and service collaborators in other HE or FE institutions; project funders (usually JISC); technical staff at MIMAS (a further JISC designated Data Centre); technical staff in public sector organisations and other commercial DSPs (Data service providers).

8. Knowledge, Skills and Experience Needed for the Job
The job is of a technical nature and normally requires a good honours degree in computing science (or related subject) and a minimum of five years relevant work experience. A high level of knowledge and hands on skill in the majority of these technologies is required:

- Java and/or Perl
- UNIX and/or Linux, and Unix shell scripts
- JSP/Servlets/ Java applet development/JavaScript/cgi
- Apache including mod_perl and Apache::ASP, HTML, CSS
- Database management systems such as PostgreSQL, MySQL, Ingres.
- XML & related technologies such as XSLT
- Object Orientated Design techniques
- Standards such as SOAP, Z39.50, OpenURL

The ability to deliver software solutions and solve problems in a timely and effective manner, often under pressure, is essential. Experience of working in a team in a senior role.

9. Dimensions
There are national and international dimensions, through engagement with formal partners or collaboration with other organisations. Many EDINA national services, such as Abstract and Indexing databases, are core resources for subscribing institutions.

EDINA services are available, usually through institutional subscription, to all UK HE and FE institutions; some are available world wide. They are formally measured by service level agreements, available 24/7, with uptake by staff, students and researchers from over 160 university institutions and 240 colleges.

The bibliographic and multimedia service team has 5 members, currently has responsibility for 8 services delivering access to data of significant commercial value, and either leads or contributes to 6 projects running over periods between 18months – 3 years. Each team member has particular responsibility for individual services/projects with the workgroup leader having oversight of all activity and providing technical leadership for less senior members of the team.

10. Job Context and any other relevant information
The post requires wide ranging knowledge of bibliographic and multimedia datasets, the services by which these are delivered through the internet, and the interactions and business practices of the organisations involved. It is technically complex and challenging, as each service is unique and issues arise that have not been experienced before. Internet standards and technologies, user expectations and the business environment are all constantly evolving and significant effort is required to maintain and apply relevant, up to date knowledge. The activities of EDINA and its performance have high profile, national and internationally.