

## RECRUITMENT PACK

This document includes the following information:

- Job Description
- Person Specification
- Additional information

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### Making an application:

When completing the on-line application form you will be asked to answer questions to help you demonstrate how you meet the requirements of the post. Your answers will be used at the shortlisting and interview stages of the recruitment process. We therefore recommend that you take a copy of this recruitment pack to help with your preparation.

NOTE: You don't have to answer the questions in one attempt, but can save your incomplete application and return to it at another time. You may want to draft your answers using Microsoft Word and then copy your text into the application form. Please be aware that formatting (eg. underline, bold, bulleting) will be lost in this process. If you are using an Apple product you will need to use an alternative web browser to Safari such as Google Chrome.

- Links to Guidance Notes and Frequently Asked Questions can be found on the Search Results page. These pages will open in a new window.
- We recommend that you take a copy of this recruitment pack to help with your preparation.

A commitment to sustaining an inclusive and diverse community is one of the University's Core Values and we are keen to address any imbalances in our workforce.

The University of Essex is proud to be part of the Disability Confident scheme and is committed to supporting diversity and equality, representative of our inclusive community. As part of our commitment to this scheme any candidate who has a disability and meets all the essential criteria for the role will be offered an interview. We also work in partnership with national disability organisation DisabledGo who provide detailed online access guides to many of our campus buildings and facilities which you may find useful.

Please note: We are only accepting on-line applications for this post. However, if you have a disability that makes it difficult for you to provide us with information in this way, please contact the Resourcing Team (01206-874588/873521) for help.

**Closing Date: 25 April 2017**

**Interviews are planned for: w/c 16 May 2017**

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**JOB DESCRIPTION – Job ref REQ00567**

<b>Job Title and Grade:</b>	Digital Systems & Services Assistant Grade 4
<b>Contract:</b>	Permanent, Full-time
<b>Hours:</b>	36 hours per week
<b>Salary:</b>	£18,412 to £21,220 per annum
<b>Department/Section:</b>	Library Services
<b>Responsible to:</b>	Director of Library Services & University Librarian
<b>Reports on a day to day basis to:</b>	Digital Systems & Services Librarian
<b>Purpose of job:</b>	To oversee the day-to-day administration and support of the library digital systems, services and IT.

**Duties of the post:**

1. In conjunction with the library helpdesk provide daily support for the identification and resolution of issues with the library systems (Library Management System, Discovery tool, WebPac and RFID equipment), IT (hardware and software) and e-resources. Escalating issues to the IT helpdesk or vendor helpdesk as appropriate.
2. To assist with the installation, administration and routine maintenance of library systems and IT.
3. To provide day to day maintenance and administration for the library intranet (SharePoint) and shared drives, including updating provided content, organisation and structure of the directories and providing support for any issues.
4. To provide day to day support maintenance and administration for the library website, including updating provided content, routine maintenance, support for any issues and assisting with analytics.
5. To provide and assist with support for the day to day operations of the library discovery tool and WebPac, including troubleshooting, error reporting, and the maintenance and administration of the discovery layer and its integration with the library e-resources collection and other technologies, maximising the discoverability of library resources.
6. To assist the Metadata & E-Resource Co-ordinator to ensure the library Link Resolvers (Webbridge & Full Text Finder) function efficiently with the library e-resources, discovery layer and external resources and provide support with any issues.
7. To assist the Metadata & E-Resource Co-ordinator in the technical set-up, administration and troubleshooting of issues with the library authentication systems, including IP access, the proxy server and Shibboleth. Liaising with IT and vendors where appropriate.
8. To assist the Digital Systems & Services Librarian with the ongoing development of library systems and services ensuring their potential and functionality is fully maximised.
9. To assist the Digital Systems & Services Librarian with the ongoing development and in the selection, evaluation, deployment and testing of library systems, services and equipment.
10. To assist with the implementation and ongoing work of library digitisation projects.

In addition, all Library staff work on frontline services and carry out the following duties:

11. As part of a team, providing first line support to users at the library helpdesk or whilst undertaking roving support duties, following the termly work schedule set by the Frontline Services Team Leader.
12. Responding to users' enquiries in person and by phone, supporting users in identifying, locating and accessing library resources which cater for their needs.
13. Assisting users in using self-service equipment for routine transactions (e.g. borrowing/returning library materials, printing, photocopying, scanning).
14. Shelving and ordering physical items on the shelves to ensure that resources can be readily located as required.
15. Monitoring the library environment and reporting any concerns.
16. Interpreting and applying library policies, rules and regulations regarding access, membership and borrowing.
17. As part of a team, to assist with Information Literacy and Library induction sessions, introducing users to Library procedures and the underlying information skills necessary to use them effectively.

**Other requirements:**

18. Work in evenings and at weekends on a regular basis, as and when required.
19. Ability and willingness to travel to other campuses as necessary.

*These duties are a guide to the work that the post holder will initially be required to undertake. They may be changed from time to time to meet changing circumstances and do not form part of the contract of employment.*

**Terms of Appointment**

For a full description of the terms of appointment for this post please visit:  
<http://www.essex.ac.uk/hr/current-staff/terms.aspx#>

## PERSON SPECIFICATION

**JOB TITLE: Digital Systems & Services Assistant**

### Qualifications /Training

	<b>Essential</b>	<b>Desirable</b>
▪ Degree or equivalent	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Good general education to A level standard (or equivalent), including Maths and English to GCSE standard (or equivalent) at grades A-C	<input checked="" type="checkbox"/>	<input type="checkbox"/>

### Experience/Knowledge

	<b>Essential</b>	<b>Desirable</b>
▪ Experience of working in an academic library	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Experience of computer systems administration and troubleshooting	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of administering and maintaining websites and intranets	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Experience with links resolvers and library authentication systems	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Experience of using informational databases and digital resources	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of using Library Management Systems	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Experience of working in a customer orientated environment, with a commitment to good customer service	<input checked="" type="checkbox"/>	<input type="checkbox"/>

### Skills/Abilities

	<b>Essential</b>	<b>Desirable</b>
▪ Excellent IT skills, with particular emphasis on web-based systems, Windows, Microsoft Office and SharePoint and an ability to learn new specialised systems.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Excellent interpersonal skills with the ability to work in and with various teams combined with an ability to interact at a technical and non-technical level	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Effective written and oral communication skills with the ability to organise and structure information in an accurate and appropriate format.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Strong analytical and problem solving skills with the ability to explore and research solutions as they arise	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Knowledge of web technologies including HTML, Cascading Stylesheets, scripting languages, such as Javascript, and Content Management Systems	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ A flexible and positive attitude with the ability to use own initiative and the ability to work in an ever changing environment.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

### Other

	<b>Essential</b>	<b>Desirable</b>
▪ Ability to meet the requirements of UK 'right to work' legislation*	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Ability to work evening and weekend duties as required	<input checked="" type="checkbox"/>	<input type="checkbox"/>



\* The University has a responsibility under the Asylum, Immigration and Nationality Act 2006 to ensure that all employees are eligible to work in the UK. Prior to commencing employment, the successful candidate will be asked to provide documentary evidence to this effect. Please note that the University will not be able to issue a Tier 2 Certificate of Sponsorship for this post. For further information about UK immigration requirements please follow this link <https://www.gov.uk/government/organisations/uk-visas-and-immigration>

## **ADDITIONAL INFORMATION**

### **Library Services**

You can find more information about the department at the following link: <http://libwww.essex.ac.uk>.

### **General information**

Informal enquiries may be made to Caroline Checkley, Digital Systems & Services Librarian (telephone: 01206 873176 e-mail: [checkc@essex.ac.uk](mailto:checkc@essex.ac.uk)). However, all applications must be made online.

Monday to Thursday, 9.00am to 5.00pm (45 minutes unpaid lunch)  
Friday 9.00am to 4.45pm (45 minutes unpaid lunch)

The role holder will be required to work flexibly and will be scheduled to work any 5 days in 7 (Monday to Sunday) throughout the year, including regular evening and weekend duties outside the standard working hours (e.g. 2pm to 10pm, 10am to 6pm, etc.) subject to operational requirements.

### **People Supporting Strategy**

Please find a link to the People Supporting Strategy.

<http://www.essex.ac.uk/hr/policies/docs/people-oct15.pdf>

### **Benefits**

Our staff and students are members of the University for life. We believe a person's potential is not simply defined by grades or backgrounds, but by a willingness to question, to collaborate and to push at the edges of knowledge and their own potential.

As an employer we offer a range of benefits and a commitment to career development and equal opportunities in an environment that both reflects and creates a rich interaction of people, disciplines and ideas.

- Pension scheme
- Generous holiday entitlement
- Competitive salaries
- Training and development Family Friendly policies
- On campus childcare facilities, for more information visit [www.wivenhoeparkdaynursery.co.uk](http://www.wivenhoeparkdaynursery.co.uk)
- Childcare vouchers
- Relocation package for qualifying staff
- Interest free season ticket loan
- Range of optional salary exchange tax benefits (pension, childcare and bicycle schemes)

### **No smoking policy**

The University has a no smoking policy.