

UNIVERSITY OF LONDON**JOB SPECIFICATION****As At:** July 2019**Present Grade:** Level 7 (AMP)**Established Post No:****Name of Incumbent:****Division:** CoSector**Section:** Research Technologies

Job Title	Development and Support Analyst – Research Technologies	
Job Summary	Maintain and develop the Research technologies service, providing technical expertise to a range of services and projects.	
Job Content	Percentage breakdown of time spent on each duty or on a related group of duties	%
	1. Along with the rest of the team provide first and second line technical support for research technologies services.	30%
	2. To provide technical input to the development and maintenance of CoSector's research technologies service, liaising with customers and with internal and external service providers as necessary.	15%
	3. Develop excellent working relationships with existing and potential customers in order to proactively identify service related issues and development needs and priorities.	15%
	4. To contribute technical solutions to projects for developing the existing service infrastructure; which include data and publication repositories, digital archiving, e-journals. Also to contribute to related development opportunities and initiatives in HE, research and cultural heritage sectors.	10%
	5. As part of the team along with the customer account manager, help to ensure that the customer commitments detailed in the Research technologies service level agreement are met.	10%
	6. To draw up and agree work schedules for with the team and project management, to report progress on activities, and maintain records of time spent on activities and customer interactions	5%
	7. To maintain an awareness of emerging trends and priorities around supportive technologies for research in HE and the Cultural Heritage sector.	5%
	8. Learn and assimilate any new technical skills as necessary to carry out the requirements of this role.	5%
	9. To actively follow and promote the University of London policies, including the University's Dignity at Work and Equal Opportunities Policy and actively promote these wherever possible.	
	10. To maintain an awareness and observation of fire and health and safety regulations	5%
	11. Any other duties consistent with both the grade and scope of the post required of the postholder by the reporting manager	

JOB REQUIREMENTS / PERSON SPECIFICATION		
<u>EXPERIENCE</u>	<u>Essential</u>	<u>Desirable</u>
Experience of providing service delivery to more than one client.	✓	
Engagement with technological and non-technological stakeholders	✓	
Experience of web and database application development and support.		✓
Experience with Open Access repositories or related systems used for the management of essential digital content and assets.		✓
<u>KNOWLEDGE / SKILLS/ APTITUDE</u>	<u>Essential</u>	<u>Desirable</u>
Demonstrated verbal and written communication skills.	✓	
Understanding of metadata standards and system interoperability.	✓	
Ability to analyse trends and priorities to specify solution requirements	✓	
Knowledge of web technologies and applications used in support of teaching and research in Higher Education, including libraries, archives.		✓
Experience in any of Perl, Ruby on Rails, EPrints, or Samvera.		✓
Experience in delivering web applications using HTML5 and associated technologies.		✓
<u>EDUCATION / PROFESSIONAL QUALIFICATION</u>	<u>Essential</u>	<u>Desirable</u>
Qualified to degree level in Library/Archives or related subject or with equivalent vocational experience	✓	
<u>PERSONAL QUALITIES</u>	<u>Essential</u>	<u>Desirable</u>
Professional, enthusiastic and flexible in their approach to work.	✓	
Ability to engage professionally with existing and potential customers.	✓	
Ability and desire to motivate others to achieve workplace goals.	✓	
REPORTING LINES	Reports To (Job Title)	Manager, Research Technologies
	Responsible for (No of staff in each grade)	
SPECIAL DEMANDS OF THE ROLE		
None		

Competency Requirements	Essential	Desirable
Academic Community focus	A	B
Adapting to change	A	
<i>Commercial awareness (optional)</i>	A	B
Creativity and innovation	A	B
<i>Customer focus (optional)</i>	B	
Interpersonal understanding	A	B
Leadership	A	B
Managing resources	A	B
Organisational commitment	A	B
Proactivity and planning	A	B
Problem solving and decision making	B	
Performance Management	A	
Resilience	A	B
<i>Staff development and commitment to learning (optional)</i>	B	
<i>Stakeholder focus (optional)</i>	A	B
<i>Striving for excellence (optional)</i>	A	B
Working collaboratively with others	A	B
<p>Competencies are scored on an A-D scale, with D representing the highest demonstration of the competency.</p> <p>For further information on each of the competencies and relevant levels, please refer to the University's Competency Model http://www.london.ac.uk/5258</p>		