



### **JOB DESCRIPTION SMU LIBRARIES**

Name	
Job Title	Digital Innovation Manager
Job Grade	
Department	SMU Libraries
Reports To (Job Title)	Manager, Library Technology and Innovation

#### **SUMMARY**

*Summarize in one statement why this job exists and the contribution it makes to the overall business of the Company.*

The Digital Innovation Manager works collaboratively to identify, develop and deploy innovative technologies to enhance library services in support of SMU's teaching, learning and research activities.

This position holder is expected to develop solutions by leveraging on the library management system (ILS), discovery services and other related technologies, through conceptualization and design of proof-of-concepts, based on user-centric methods (e.g. design thinking, usability testing, UX/UI design, etc.) as well as management of various library applications.

#### **SCOPE**

*Indicate the financial statistics, staff, volume, controllable budget, etc for this job*

The primary responsibility of this position is to develop and enhance library services using the library's digital infrastructure. This position holder will work with colleagues within and outside the Library to conceptualize and design solutions to enhance user experience.

This position holder is expected for monitoring best practices and trends in emerging technologies and to proactively research, recommend and develop/adapt/implement technologically innovative appropriate solutions to enhance user experience.

The position holder will collaborate with others on service development and innovation activities, designing and implementing proof-of-concepts, using project management and resource prioritization methodologies.

**PRINCIPAL ACCOUNTABILITIES***Describe the principal accountabilities of this job.*

S/N	Principal Accountabilities
1.	Conceptualization and design of solutions <ol style="list-style-type: none"> <li>1. Develop and implement effective solutions to support teaching, learning and research initiatives.</li> <li>2. Leverage on the existing and new library technologies and new technologies such as wearables, analytics, smart devices, mobile, cloud and social media and so on.</li> <li>3. Liaise with colleagues, especially the research librarians, across the Library to understand needs and to gather requirements for appropriate innovative digital solutions and vendors to provide support on solutions.</li> </ol>
2.	Proactive engagement in emerging technology trends. <ol style="list-style-type: none"> <li>1. Monitoring best practices and trends in emerging technologies</li> <li>2. Proactively research, recommend and develop/adapt/implement technologically innovative solutions to enhance user experience.</li> <li>3. Evaluate and assess technology products/services as and when required to ensure the library provides the best possible user experience.</li> </ol>
3.	Project Planning and resource utilization <ol style="list-style-type: none"> <li>1. Plan, prioritize and manage multiple initiatives and projects</li> <li>2. Develop, establish and oversee procedures and work standards for troubleshooting, reporting and tracking</li> </ol>
4	Collaboration with SMU community <ol style="list-style-type: none"> <li>1. Work collaboratively with staff, faculty, students and other divisions/research centers within SMU in the identification and development of appropriate innovative solutions</li> <li>2. Lead technology-related teams and/or actively participate as a library representative on campus committees and teams when required.</li> </ol>

Job Title: Digital Innovation Manager

**ORGANISATION CHART**

*Please state all others reporting to the immediate Supervisor of this job. Please also state the direct reports of this job and the summary of these jobs.*

Next Higher Management Level (Job Title)

Head, Information Access & Resources

Immediate Supervisor (Job Title)

Manager (Library Technology and Innovation)

This Job (Job Title)

***Digital Innovation Manager***

**Other Job Titles Reporting to Immediate Supervisor**

Digital Initiatives Manager

**Job Titles Reporting to this Job and summary of their jobs**

Job Title:

Job Title:

Job Title:

Job Title:

**CRITICAL SKILLS AND JOB COMPLEXITY****Knowledge and Skills**

*Describe the knowledge and skills necessary to perform this job.*

1. Bachelor's degree in computer science or equivalent and minimum of three-year experience in application development of user-centric services
2. High level understanding of emerging web technologies and user experience
3. Strong problem-solving skills, ability to design and implement effective and appropriate solutions.
4. Strong technical skills in web application, web services development, and HTML/XML/XSLT, CSS, and JavaScript required.
5. Knowledge and experience with AngularJS and Angular2 will be advantageous.
6. Experience with Windows Server and Unix-Linux systems.
7. Experience with SQL Server and MySQL and database activities relevant to application development.
8. Understanding of version control systems like GitHub will be advantageous.
9. Understanding of Azure cloud computing platform will be advantageous.
10. Good communication and inter-personal skills, including ability to develop and maintain collaborative relations with various stakeholders
11. Ability to think critically, with strong interest in innovation, user experience and customer service.

**Contact**

*Describe the purpose and nature of the main internal and external contacts (other than with the immediate Supervisor and Subordinates) necessary to perform this job.*

(a) **Internal contacts:**

SMU staff, faculty and students to obtain community input on the Library applications and participate in collaborative developmental efforts for innovative solutions.

Work with IITS staff to ensure alignment with campus wide IT services and policies.

Library staff to provide the necessary training and first line of support for the services, solutions and systems.

(b) **External contacts:**

To coordinate and liaise with external vendors and partners of various Library systems.

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**Decision Making**

*Describe the type of decisions made alone, those on which the Supervisor must be consulted, those referred to a higher level, and job procedures to be followed.*

**Decisions made on his own:**

Development, administration and operations of library applications

**Those which supervisors must be consulted:**

Any requests that would have an impact on policy and require changes on library IT systems configuration to support the policy change.

**Those referred to higher authority:**

Any requests that involves cost, copyright, IP, contracts and agreements  
Decisions involving Library, IITS and other relevant SMU departments.  
Enhancement of Systems and/or applications.

**Problem Solving**

*Describe the most difficult and complex parts of this job and other significant features not covered elsewhere.*

Understanding the functionalities of library applications and systems, to maximum developmental efforts

Project Management and resource utilizations skills necessary for the development of the new library services

Ability to serve as the first-level support for library IT services.

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**GENERAL**

*Describe anything else of significance about this job or the environment in which this job functions, which is not covered in this description.*

The job requires being rostered at the library desks to perform desk duties.

Signature of Job Holder		Date	
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**For Official Use:**

Approved by HR	
Date	
Approved by HOD	
Date	