

JOB DESCRIPTION

Name	
Job Title	Senior Manager, Library Technology & Innovation
Job Grade	
Department	SMU Libraries
Reports To (Job Title)	University Librarian

SUMMARY

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

This position is responsible for ensuring that library's technology applications are robust, reliable and supports SMU Libraries' vision for excellent customer service. The position holder is expected to manage and lead scoping, researching, trialing and advising new and emerging technologies to achieve SMU's teaching, learning and research goals. The position reports to the University Librarian and works closely with all Library teams and SMU's Integrated Information Technology Services (IITS) and various vendors.

This position is the first point of contact for all technology projects and initiatives, and works with both internal and external stakeholders to develop achievable outcomes guided by a clear scope. The position holder must keep current on technology trends, identify possibilities for collaboration and partnership on digital initiatives, and be proactive in ensuring that SMU Libraries systems are reliable, current and relevant with an emphasis on innovation. The key accountability for this position is to ensure reliability and to define and recommend workable, forward-thinking and innovative ICT strategies and solutions to ensure that SMU Libraries maintains its competitive advantage through the deployment of appropriate technology.

SCOPE

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

To continually enhance SMU's research, teaching and learning environment, the position holder will be required to:

- lead, manage, develop and implement Library's ICT applications
- lead and manage the technical team in the administration of the Library's IT infrastructure and services
- work closely with Library teams, IITS and external vendors
- help the Library benchmark, evaluate and implement best technology practices
- be knowledgeable and keep abreast of technology trends effecting libraries
- monitor performance and service levels of library technology vendors and negotiate for better value for the University and the library
- provide project management office support and advocate for best practices in project management methodology and tools

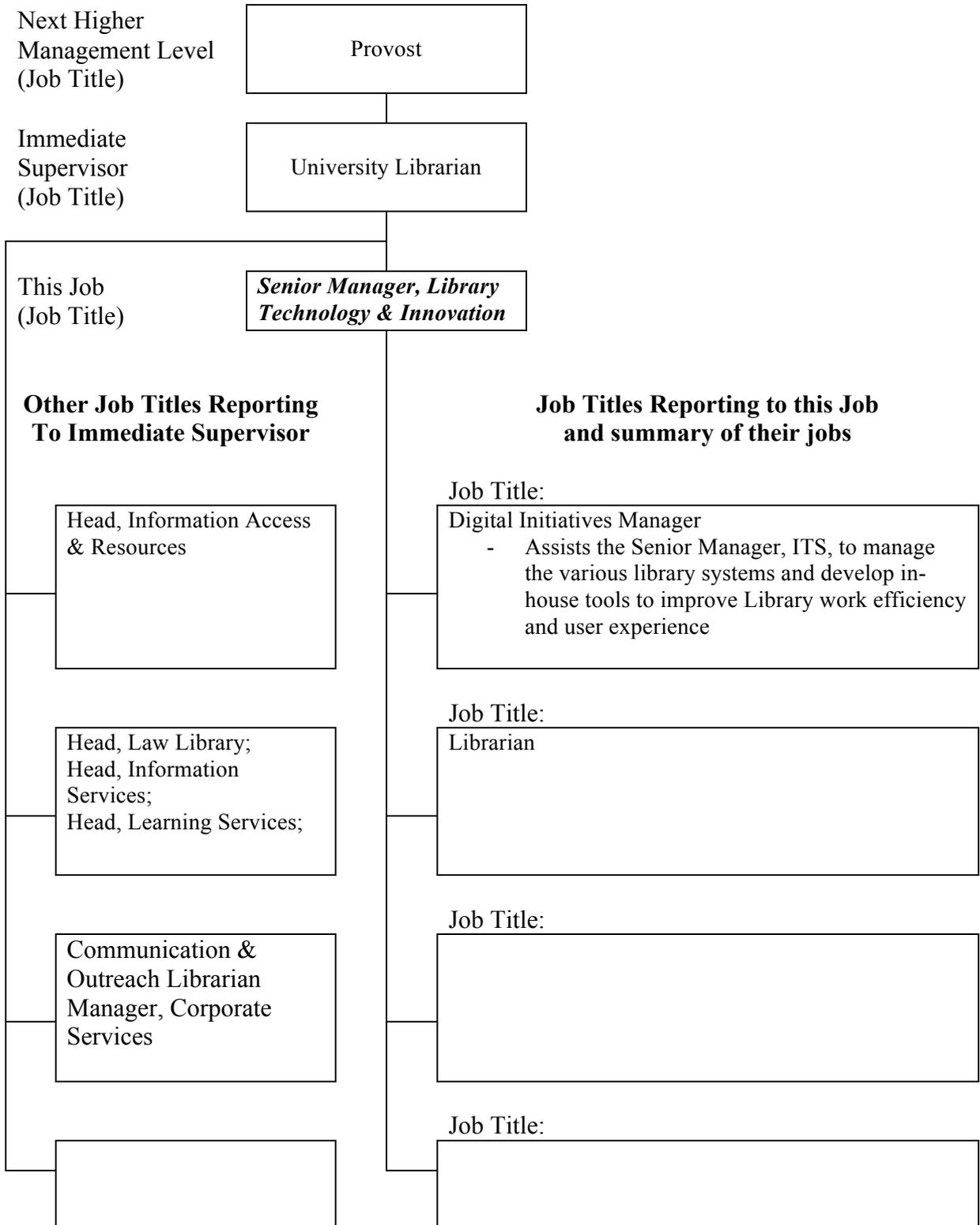
PRINCIPAL ACCOUNTABILITIES

Describe the principal accountabilities of this job.

1. Administration and support of Library's ICT solutions and applications
 - maintain systems, in particular the Library Management System (LMS)
 - Liaison person with system-related vendors on system administration.
 - Evaluate and implement new relevant and appropriate products and applications
2. Design, development, implementation, maintenance and monitoring of Library applications, as and when required.
3. Research & development in the areas of various library technologies, outsourced applications and support for such applications.
4. Oversee and manage the IT and AV infrastructure for SMU Libraries, as well as ensuring all system operations are seamlessly integrated between Li Ka Shing Library and Kwa Geok Choo Law Library.
5. Monitor performance and service levels of library technology vendors and negotiate for better value for SMU.
6. Chair and provide leadership on the Library technology committee as well as articulate and build awareness and consensus among the various department leads on digital initiatives.
7. Establish the library technology budget as well as the identification and prioritization of key library initiatives, in consultation with the University Librarian and the Library Planning Team.
8. Act as a resource person to help and advice library staff on technology applications.
9. Recommend and implement standards, policies and guidelines for efficient project management that will result in the effective deployment of projects and utilization of resources.

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.



CRITICAL SKILLS AND JOB COMPLEXITY

Knowledge and Skills

Describe the knowledge and skills necessary to perform this job.

- MLS degree from an accredited program with three years of related experience with preferably a degree in Computer Science or IT related bachelor's degree or equivalent experience and education
- Experience in administration of large-scale Library Management Systems (LMS), preferably from an academic and research library perspective
- Good knowledge of library functions and processes with the ability to advise or recommend IT solutions
- Strong project management and vendor management skills
- Strategic and creative thinker
- Experience with a wide range of technologies and applications with an open mind to learn and explore new areas and opportunities
- Ability to implement innovative solutions in an information systems environment
- Initiative, adaptability and responsiveness to change.
- Leadership and supervisory skills
- Required competencies, include accountability, clear communication, courage, self-awareness, valuing diversity, working in a team
- Knowledge of ExLibris Alma and Primo is an advantage
- Knowledge of Library standards and protocols such as OAIPMH, Z39.50, Marc21 and Metadata and XML
- The position holder must be flexible, responsible and an enthusiastic team leader. He/she is required to be knowledgeable and keep abreast of trends, in a library environment that emphasizes access and 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 support their need to access information electronically, to provide the necessary training on the use of library applications and to manage the systems implemented. Need to liaise closely with IITS.
- (b) External contacts:
To coordinate and liaise with external vendors and partners of various applications / systems implemented such as LMS, RFID, etc.

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/her own:

Daily operations of LMS and other library projects and initiatives

Those which supervisors must be consulted:

Any requests that involves cost, new projects and additional human resources;
Supervisors need to sign off on policy;

Those referred to higher authority:

Decisions involving Library & IITS and other relevant SMU Schools and Departments
Enhancements of the systems (e.g. LMS), new modules, new projects

Problem Solving

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

Troubleshooting,
Understanding the integration of Library Management System and other library applications and systems used across the University
Understanding users' (both library users and library staff) needs, requirements and being responsive.

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 position holder may need to do some programming and applications development

Signature of Job Holder		Date	
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For Official Use:

Approved by HR	
Date	
Approved by HOD	
Date	