

# Job Description

## 1. Job Details:

<b>Position Title:</b>	Library Systems Technician	<b>Division</b>	Library Information Technology
<b>Reports to:</b>	Head, Library Systems	<b>Department:</b>	Qatar National Library

## 2. Job Purpose:

Reporting to the Head of the Library system, this position will assist the Library Systems Specialist and Head, Library systems with the day to day management of the library management system database and other library related database.

## 3. Job Dimensions: Key facts and figures which give an indication of the scope and scale of the job.

<b>Annual Operating Budget/Project Budget/Sales Revenue:</b>		<b>TBD</b>	
<b>Number of Staff Supervised:</b>	<b>0</b>	<b>Direct Reports:</b>	<b>0</b>
<b>Contractor/Others:</b>		<b>0</b>	

## 4. Key Result Areas:

### KEY RESULT AREAS

- Install LMS client on staff pcs
- Troubleshoot Millennium/Sierra modules as required by systems team.
- Assist Profiling database to Encore Synergy
- Contributes to the development of specialized training materials
- Creates reports using the LMS
- Monitors and maintains RFID self-check machines
- Supports the resource discovery platform including, Electronic Resource management module, PathFinder pro, WebBridge
- Assist in profiling subscribed journals and online databases titles in CASE tool.
- Assisting in updating newly and existing online resources profiled.
- Assist in checking missing and not available serial and database titles.
- Assisting with maintaining and updating entries in the electronic journal list and link resolvers.
- Assists in routine checking URL checker report from Millennium ILS.
- Assisting in compilation of usage data and statistical report for online resources.
- Assisting in adding information on electronic resources to the integrated library system.
- Downloading usage statistics from vendor's sites.
- Works closely with Systems team to maintain library database: reports, etc.
- Acknowledge complaints and problems and help to resolve and follow up with IT team.
- Performing other duties as assigned.
- Perform miscellaneous duties and conduct special projects as assigned
- Familiarize, understand and implement QF health, safety, and environment policy, procedures, legal regulations and objectives applicable to areas of responsibility.
- Ensures coordination with HSE department in implementing, monitoring and reviewing of HSE performance to ensure work under his/her control is performed in a safe, healthy and environmentally sound manner.
- This position includes, but is not limited to, other duties as required and defined by the scope, purpose, and spirit of the institution and are not always indicative of the title and grade of the position

## 5. Operating Environment, Framework & Boundaries:

Post holder can normally independently organise their own priorities, work order and workload. The position requires understanding of the relational database and it's dependency on operating system, network and security. The post holder will need to be able to assist in all the modules of the library database. This will involve understanding and learning of technical standards and systems to be implemented in relation to metadata and image formats.

**6. Communications and Working Relationships:**

- Head, Library Systems – assist with Software evaluation, debugging, testing, on work progress and escalation of issues,
- Library System Specialist – Assist with Beta testing of Sierra client, Assist with troubleshoot and support all LMS modules
- Other staff – on further support arises from daily operation

**7. Problem Solving & Complexity:**

Needs to join together multiple concepts and communicative aims in a concise and creative Speed reading and comprehension, methodical online searching and filtering the search results are crucial to this position. Keeping up to date with technical developments and deciding how/when changes are required for the library systems.

**8. Decision Making Authority & Responsibility:**

The incumbent reports the results to his/her line Manager and recommends specific technical standards. It falls mainly into category C with a few work elements from category D.

**9. Knowledge, Skills & Experience:**

- Diploma with extensive experience as IT or system support or BSC in Computer Science or Information Retrieval or Information Management Science
- Knowledge of relational database
- Knowledge and experience working with Microsoft suite, Windows desktop operating system
- Knowledge of digital library standards, such as, Dublin Core, MARC, METS, EAD, and OAI-PMH.
- Excellent testing and troubleshooting capabilities.
- Excellent time management, presentation and verbal and written communication skills.
- Excellent Problem solving and analytical skills.
- Excellent interpersonal and networking skills coupled with the ability to build strong and lasting relationships
- Ability to approach projects methodically and plan workload and to work with a high level of accuracy whilst under pressure
- Ability to train other staff on how to use the systems and application
- Team-working skills
- Verbal and written in English and Arabic is essential