Senior Research Systems Analyst
IT Services

Closing date: 23 May 2018
Interview date: 11 June 2018
Vacancy reference: 6643
INTRODUCTION

The Information Services Directorate is organised into three main areas, IT Services, Library Services and The Borthwick Institute for Archives; all are designed to support the teaching, learning and research aims of the University and help to deliver the Information Strategy. As a Directorate we strive to provide the best student and staff experience via a strong customer focus and a commitment to continuous improvement. We value collaboration with colleagues both within the department and across the University. We are proud to hold, and have maintained, the Customer Service Excellence accreditation which we first attained in 2014. All staff share responsibility for and contribute to the success of the overall service. We want you to contribute to service improvement, working in an environment of mutual respect and openness. We strongly encourage all staff to engage in a process of continual review - both of their own work and that of colleagues; making suggestions for change to ensure that we continue to develop and enhance our services to meet the requirements of all our users.

We are seeking enthusiastic individuals to join the newly formed Research Systems Support Hub that maintains the following centrally supported research systems: PURE, Worktribe Research Management, Research Professional, ResearchFish and SciVal. The post-holder will take a significant role in developing the Research Systems Support Hub service management capability. This will include assisting Research Systems Analysts (RSAs) in providing 1st line support when required, managing problems, documenting standard operating procedures (SOPs), and assisting the Research Systems Manager (RSM) in running improvement projects that further enhance the University’s research information systems and their associated processes. The postholder will also deputise for the Research Systems Manager as required. The Research Systems Support Hub will provide a highly effective service management function, end-user technical support and oversee the day-to-day management and maintenance of research information systems, working in partnership with key business owners. The Hub will also work on new initiatives and projects to investigate new system functionality, by testing, upgrading and further developing research information systems and their associated processes.
Main purpose of the role
To develop the Research Systems Support Hub’s service management capability to ensure the Hub can support the objectives of its key stakeholders and research system product owners.

Key responsibilities
(Role holders will be required to undertake some or all of the duties below)

- Monitors support demand, triaging issues as required, and assists the Research Systems Analysts (RSAs) in meeting 1st line support demand to ensure KPIs/targets are met.
- Problem manager: supports RSAs in solving problems and catalogues issues in problem catalogue.
- Develop expertise to a 2nd line support level in all research information systems.
- Creates and updates user supporting guides in a range of formats.
- Formulates and manages test plans for specific releases. Assists RSAs in conducting functional testing.
- Develops and documents Standard Operating Procedures (SOPs) for all systems and processes.
- Raise tickets and track issues with software suppliers. Report issues with software products.
- Develop, schedule and assist in the delivery of a training programme.
- Administer the Hub’s ‘user voice’ tools to enable users to suggest and vote for enhancements.
- Works with Research Systems Manager (RSM) to collate user feedback and other requirements from business area for appraisal by product owners.
- Make service availability announcements via Twitter and other channels as required.
- Works with RSM, key stakeholders and product owners to define user requirements and select appropriate solutions. Provide project support.
- Attend and contribute towards steering and user groups. Assist in agenda setting and forum administration as required.
- Attends UK user groups meetings and develops useful networks of HE contacts.
- Develop and maintain internal partnerships to solve problems and identify issues with systems and services.
- Deputise for the RSM as required.
- Develop reporting capabilities to enable key stakeholders and product owners to fully exploit data held in the University’s research systems.

All members of the Research Systems Support Hub are expected to adhere to the Team’s core values:

- We will work collaboratively
- We will build a team that understands the University’s research system needs
- We will promote a culture of continuous improvement
- We will provide timely and effective support to our customers
- We will provide excellent customer service, putting the customer at the centre of what we do
- We will learn from our mistakes and we will support each other

The above range of duties is not exhaustive and is subject to change. The post-holder may be required to undertake other activities within the scope and grading of the post.

Very occasionally, the post holder may be required to work out of normal hours or at the weekend to implement new systems or upgrades to minimise disruption to the University community. To fulfil the service obligations of the department, working arrangements are managed to ensure operational cover for critical IT systems during normal working hours.
### PERSON SPECIFICATION

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<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tr>
<td>Degree level qualification, or an equivalent professional qualification or experience</td>
<td>Essential</td>
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<td>Recognised IT Service Management qualification (such as ITIL)</td>
<td>Desirable</td>
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<td>Evidence of recent, relevant professional development</td>
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#### Knowledge

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<tr>
<td>Knowledge and understanding of a number of research information systems, including Worktribe Research Management and PURE</td>
<td>Desirable</td>
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<td>Good understanding of the research process from applying for funding through publication and impact</td>
<td>Desirable</td>
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<td>Knowledge of Software-as-a-Service (SaaS) delivery</td>
<td>Desirable</td>
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<td>Good understanding of the wider research landscape and requirements, including REF, Open Access</td>
<td>Desirable</td>
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#### Skills, abilities and competencies

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<tr>
<td>Excellent analytical and problem solving skills</td>
<td>Essential</td>
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<td>Excellent communication skills, including the ability to explain technical concepts to a non-technical audience</td>
<td>Essential</td>
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<td>Ability to exploit system functionality to deliver new and relevant services to end-users</td>
<td>Essential</td>
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<td>Developing acceptance criteria with customers and developers</td>
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<td>Proficiency in using a range of databases and reporting tools</td>
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<td>Experience of supporting and delivering IT training</td>
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#### Experience

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<td>Experience of working in a customer focussed team, supporting the objectives of business teams, and providing excellent customer service.</td>
<td>Essential</td>
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<td>Experience of preparing reports, user supporting materials and policies for a variety of stakeholders in a variety of formats (printed, web, video)</td>
<td>Essential</td>
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<td>Experience working in a research or Higher Education environment</td>
<td>Desirable</td>
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<td>Working within a Service Management framework such as ITIL</td>
<td>Essential</td>
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#### Personal attributes

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<tr>
<td>A commitment to customer-service excellence</td>
<td>Essential</td>
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<td>Tactful, diplomatic and sensitive to the needs of others</td>
<td>Essential</td>
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<td>Willing to be flexible in response to the changing needs of the role</td>
<td>Essential</td>
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<td>Supportive of innovation and committed to the team’s professional development</td>
<td>Essential</td>
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<tr>
<td>A highly collaborative approach to problem solving</td>
<td>Essential</td>
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THE DEPARTMENT

IT Services

Information Technology is fundamental to the teaching and research success of the University as well as its day to day operations. ITS provides technology services to the whole University: staff, students and visitors. We aim to deliver services which are secure, reliable, easy to use and resilient. We strive to develop new services to meet changing needs and to keep pace with technological advances.

We manage, develop and support the network infrastructure which interconnects all buildings as well as the high-speed link to the internet via the academic network provided by Jisc Technologies. Wireless coverage on campus is now nearly universal and students have access to both the wired and wireless network from their study bedrooms and in all teaching and public spaces across campus.

More recently, we have developed a research support team which offers advice and support to researchers across the University as well as small scale HPC, data storage and backup services. In addition, we are responsible for providing the technical infrastructure underpinning many of the Universities corporate information systems such as the VLE, web site, Student Record and Finance systems. We provide business analysis, project management and integration expertise to introduce new University wide systems and services that support teaching, research and administration.

We support over 6,000 centrally managed PCs, installed into classrooms for student use, and in offices for staff. More than 200 items of PC software are available, including standard office applications and specialist software to support teaching and research. We also have a managed Linux and Mac desktop service, provided a Windows based laptop loan service for students and support most other modern platforms. Since 2011 we have used the Google Apps for Education suite of software. This includes email, calendar and a whole raft of collaboration tools. Google Apps are now well embedded in the institution. Our centrally managed Print, Copy and Scan service (York Print Plus) is available across the University in all departments and student areas and supports printing from wireless devices, scan to email and traditional photocopying.
THE DEPARTMENT

Library

The Library offers a wide range of services and extensive collections to support the Teaching, Learning and Research of the University with a strong focus on customer service and continuous service improvement. With over 1400 study spaces we provide a wide range of study environments including quiet reading areas, flexible group study, specialist research areas, bookable group and individual rooms and PC classrooms. The University Library complex includes the JB Morrell Library, the Raymond Burton Library for Humanities Research, the Borthwick Institute for Archives and the Harry Fairhurst building on the Heslington West campus and is open 24 hours a day, 7 days a week, 362 days a year. We have a library available at the King’s Manor in the centre of York and we are responsible for running York Minster Library, under a partnership agreement with the Dean and Chapter.

Borthwick Archives

The Borthwick is one of the biggest archive repositories outside London. Founded in 1953, we have collected archives from all around the world, from the 12th century to the present day. Our users include academic researchers and a large number of public visitors, and our staff contribute to academic teaching in many departments across the University. Our holdings include the archive of the archbishops of York from 1225, hospital archives, political archives, business archives, family archives, archives of living writers for stage and screen, and a growing number of third sector organisations, such as Alcoholics Anonymous and the Yorkshire Wildlife Trust. Our media range from parchment, through rag-made paper to reel-to-reel tapes and digital files. We also provide records management, Freedom of Information and Data Protection services for the University.
THE UNIVERSITY

Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2018 it is the home of more than 17,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world’s leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and are ranked 16th in the Times & Sunday Times league table (2017). The University of York has won six Times Higher Education (THE) Awards and five Queen’s Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding 12 awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. We have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we’ve worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University is committed to promoting a diverse and inclusive community - a place where we can all be ourselves and succeed on merit. We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff engagement forums, campus facilities and services to support staff from different backgrounds.

For further information please visit our employee benefit pages.
THE CITY AND THE REGION

The City of York
Internationally acclaimed for its rich heritage and historic architecture, York's bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford's Tower and the Shambles - just a few of the many attractions.

But York isn’t just a great place to visit - it’s also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit www.visityork.org for more information on the city of York

Shopping, culture and entertainment
York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

Housing and schools
Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Great location
York is one of Britain’s best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King’s Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

Yorkshire
The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hood’s Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online

- Go to https://jobs.york.ac.uk
- Find this job using reference 6643
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 23 May 2018

What will I need?

We will ask you for details of:
- your employment history
- relevant qualifications
- two referees

You need to be ready to show us how you meet the requirements of the job, either in a written statement and/or by answering questions.

Help and assistance

Direct any informal queries to David Barrett, Research Systems Manager, 01904 435141, david.barrett@york.ac.uk

If you have any questions about your application, contact the HR Services team:

recruitment@york.ac.uk
+44 (0)1904 324835