

## POSITION DESCRIPTION

### SECTION A: Position Context

<b>Position Title</b>	Information Resources Executive (Electronic Resources Management)
<b>Position Grade</b>	E2
<b>Category</b>	Executive
<b>Campus / Unit</b>	Sarawak Campus – Information Resources (IR)
<b>Division</b>	Student and Corporate Services
<b>Term of Appointment</b>	Full-time Appointment
<b>Effective Date</b>	March 2021

### Position Purpose

The position supports the information resources (library) functions of the University and is expected that the responsibilities and scope of the position will grow accordingly with the increase in student numbers and its unit's development. The appointee will reside within the Electronic Resource Management Services of Information Resources.

This position will provide, manage, and maintain timely access to the expanding library's electronic resources including subscription databases, full-text article links, eBooks, other resources; implement and provide easy access to all e-resources (discoverability), usage data and analysis. This position will require proper management of the library systems, content management, library technologies, library website and ensure efficient and effective support is provided to users. Appointee will be required to work within a culture of continuous improvement and is responsible for keeping abreast of emerging trends in library systems and technologies. Appointee will work collaboratively with users, library and other colleagues as well as vendors / external parties to ensure quality customer service and support are provided to the University's community.

### University Information

Swinburne University of Technology has a long, proud history of educating and training students for over 100 years. Swinburne focuses on providing high-quality, career-orientated education with strong links to industry and the community.

Swinburne has an international reputation for quality research that connects science and technology with business and the community. The University standing in prestigious world academic ranking lists reflects our commitment to high-quality teaching and research and graduate outcomes.

Swinburne's emphasis is on high quality, engaged teaching and research in science, technology, business, design and innovation – teaching and research that makes a difference in the lives of individuals and contributes to national economic and social objectives.

Swinburne works to advance quality research through partnerships with industry, our communities and other universities within Australia and internationally, to achieve outcomes that are directly relevant to industry and society.

Swinburne offers both Higher Education and Vocational Education courses and programs, along with online education through both Swinburne Online and Open Universities Australia. The University has multiple campuses in Melbourne, Australia, and also an international campus in Sarawak, Malaysia.

The Campus in Sarawak is a licensed branch campus university in Malaysia which offers selected undergraduate, postgraduate and research degree courses identical to those offered at other Swinburne

campuses in Australia. It also offers pre-university foundation programs. The Campus was established in 2000 as Swinburne Sarawak Institute of Technology and on gaining university status in Malaysia changed its name to Swinburne University of Technology (Sarawak Campus) in June 2004.

The Campus occupies a 16.5-acre site in central Kuching, the state capital of Sarawak. The Sarawak Campus has students from Malaysia and other countries, and plans to expand rapidly as its staff and facilities are developed continuously to allow a greater number and diversity courses to be offered.

The Campus in Sarawak is a joint venture between Swinburne University of Technology in Australia and the State Government of Sarawak through two of its shareholders – Yayasan Sarawak and the Sarawak Higher Education Foundation. The campus is part of a long-term strategy by Swinburne Australia, established in 1908, to globalise its operations and provide its students with international living, working and learning opportunities.

## Information Resources

The Swinburne Sarawak Information Resources (Library) supports students, academic staff and researchers, as an educational resource, a lending library, and a centre for research. The library is a technology integrated learning facility, provides learning resources and services to support the University's learning, teaching and research programs. The services and facilities have been designed to integrate modern digital technology with traditional information resources.

The library offers a variety of services and facilities (i.e. self-check machine, barrier gates security, printing, wireless connection, use of computers, literacy classes, online chat, digital helpdesk, library liaisons etc.) and its lending functions are fully automated using the Library Management Software Services, Angka.sa2.

Library users can access the Web Online Public Access Catalogue (OPAC) and use EBSCO Discovery Service (web-discovery tool) for bibliographic search, connecting users to library e-resources and check loan status information of library materials via internet. Library is equipped with a growing range of collections to support the teaching, learning and research to academic staff and students: currently holding 39,200 printed volumes, more than 378,000 electronic books, thousands of electronic journals and online theses.

Access to these electronic resources is available on and off campus. The Library (1<sup>st</sup> Floor of Block A and B) can accommodate up to 970 people at any one time. Even in the digital age, the physical library remains an important study space for users with the availability of discussion rooms, study carrels, quiet area, reading/study area and 24-hours study common area.

URL to web pages:	<a href="http://www.swinburne.edu.my">http://www.swinburne.edu.my</a>
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## Participation on Committees

The appointee will be required to participate on relevant committees as is needed for the efficient performance of duties and as directed by the Manager, Information Resources; and/or Director, Administration.

## Supervision Reporting Relationships

This positions' supervisor/manager	Manager, Information Resources
Other positions reporting to this position	IR Officer(s) and Library Assistant(s)

## Location

This position is located at the Swinburne University of Technology Sarawak Campus.

## SECTION B: Key Responsibility Areas

The key responsibility areas (KRAs) are the major outputs for which the position is responsible and are not a comprehensive statement of the position activities.

Key Responsibility Areas	
1.	<p><b>ELECTRONIC RESOURCE MANAGEMENT SERVICES</b></p> <p>Manage key information systems and technologies i.e.:</p> <ul style="list-style-type: none"> <li>• Library management system and tools (discovery service, chatting tool etc).</li> <li>• Content management system / content depository system (Library website, mobile applications, library's eResources, learning management system etc).</li> <li>• Access management (authentication &amp; authorisation methods - e.g. email authentication, proxy server, single-sign on etc).</li> </ul> <p>Library management systems and tools:</p> <ul style="list-style-type: none"> <li>• Administer and maintain all library managements systems and tools.</li> <li>• Provide for the development, maintenance and content management of library's electronic resources (eBooks &amp; online databases) – including, but not limited to, troubleshooting and technical support for electronic resources access issues. Ensuring catalogue and holdings record accuracy; and maintain the information in the library's link resolver.</li> <li>• Proactively manage technical changes.</li> <li>• Provide continual support and maintenance of library hardware and software. Troubleshoot technological problems. Identify and resolve user's problems.</li> <li>• Ensure efficient data retrieval by users.</li> <li>• Familiarise with the systems, tools and features of the applications. Keep up to date and learning about new technologies.</li> </ul> <p>Content and access management:</p> <ul style="list-style-type: none"> <li>• Administer and manage library website and mobile applications.</li> <li>• Create, coordinate and deliver the creative content (words, images, video) and functionality; including design, copywriting, and content, within the brand guidelines of the University to promote best practices of usability.</li> <li>• Maintaining the accessibility of library digital resources and providing 'rich' library web and apps presence to improve users' experiences.</li> <li>• Proactively ensure content is current and up-do date and manage the web updating process by guiding and assisting content contributions from editors and by preparing and writing copy for web pages, working closely with the web committee to ensure a co-ordinated approach across the organisation.</li> </ul>
2.	<p><b>STATISTICS</b></p> <ul style="list-style-type: none"> <li>• Disseminate statistics related to electronic resources, licensing and usage.</li> <li>• Monitor trends in access and discovery; and recommend appropriate enhancements in the library's systems and interfaces whenever necessary.</li> </ul>
3.	<p><b>LEADERSHIP / SUPERVISORY</b></p> <ul style="list-style-type: none"> <li>• Provide strong leadership and supervision, encourage and support the work of subordinate(s) within the unit services, as well as set professional standard for the staff.</li> <li>• Ensure that performance targets and development plans are developed for team members, and manage their progress accordingly to ensure satisfactory delivery of work outcomes.</li> <li>• Plan resources to ensure work allocation is appropriately managed to enhance teamwork.</li> </ul>
4.	<p><b>OCCUPATIONAL HEALTH AND SAFETY (OHS)</b></p> <p>Assist management in ensuring compliance of all OHS legal and procedural requirements by various stakeholders, including through the following:</p> <ul style="list-style-type: none"> <li>• Execute OHS requirements in respective work areas;</li> <li>• Maintain cleanliness, good housekeeping and overall safe work environment; and</li> <li>• Undertake immediate correction and improvement action on any non-compliance practices, and report all OHS related injuries, ill health or incidents to the OHS section.</li> </ul>

Key Responsibility Areas		
5.	<b>SWINBURNE BEHAVIOURS</b>	<p>Commitment to the Swinburne Behaviours:</p> <ul style="list-style-type: none"> <li>• <b>Communicate:</b> Say it – have the conversation, respect each other’s differences, give meaningful feedback and share honestly and openly.</li> <li>• <b>Listen and learn:</b> Hear it, learn from it – learn from one another, actively listen to each other, resolve conflict and be innovative.</li> <li>• <b>Collaborate:</b> Share it – work constructively together with a common purpose to achieve the University’s goals.</li> <li>• <b>Trust:</b> Trust it – be open to and with others, act with fairness and respect, inspire positive expectations and communicate honestly.</li> <li>• <b>Act:</b> Do it – have a strong sense of immediacy, take practical action and see it through.</li> </ul>
6.	<b>ANALYSIS AND PLANNING</b>	<ul style="list-style-type: none"> <li>• Set strategic direction for Electronic Resource Management Services; apply knowledge of current issues and trends for the improvement and development of library and learning services as a whole.</li> <li>• Participate in the library’s electronic infrastructure development.</li> <li>• Participate in the development of short and long-term goals related to discovery and access to electronic resources.</li> <li>• Design efficient workflows for electronic resources management services, documents and review policies and processes as appropriate.</li> </ul>
7.	<b>LIBRARY PROJECTS AND INITIATIVES</b>	<ul style="list-style-type: none"> <li>• Implement and support library projects and initiatives.</li> <li>• Work effectively as a member of the Information Resources team, provide input, advice and assistance as and when required.</li> </ul>
8.	<b>OTHER DUTIES</b>	<p>Any other duties as required by the Manager, Information Resources; or Director, Administration; or the Deputy Vice-Chancellor &amp; Chief Executive Office (DVC/CEO); or any other person as assigned by the Manager, Information Resources, or by an authorised personnel.</p>

## SECTION C: Key Selection Criteria

<b>Qualifications:</b> Include all educational and training qualifications, licences, and professional registration or accreditation, criminal record checks etc. required for the position.		<b>Essential/ Highly Desirable / Preferable</b>
1.	A Bachelor's degree in Information Systems Management or a related discipline from a recognised institution.	Essential

<b>Experience / Knowledge / Attributes:</b> Required by the appointee to successfully perform the positions key responsibilities.		<b>Essential / Highly Desirable / Preferable</b>
1.	Minimum of three (3) years of relevant working experience.	Essential
2.	A level of maturity consistent with the requirements of the position for independent work, initiative and sound business acumen.	Essential
3.	Ability to communicate in English, both orally and in writing, to convey and elicit information effectively, and to develop cooperative working relationships with all stakeholders.	Essential
4.	Sound knowledge of library latest technologies, trend and issues with e-resources and committed to changes.	Essential
5.	Experience and substantial knowledge of the use of an automated library management system, information systems, information technologies and library electronic resources.	Essential
6.	Ability to work collaboratively in a complex, diverse, and dynamic work environment.	Essential
7.	Interest to learn in terms of technical aspects and troubleshooting for electronic resources, software packages and operating systems in the academic library experience.	Essential
8.	Familiar with technologies used in acquisitions, assessment and e-resource settings.	Essential
9.	Flexible and able to adapt in order to work under pressure and meet short / long-term deadlines.	Essential
10.	Ability to write testable, modular, secure, maintainable, and scalable solutions within the CMS and supporting technologies such as PHP and Javascript, adhering to defined coding standards.	Essential
11.	Skill in specifying, designing, writing, testing, documenting and maintaining programs, utilities, and scripts written in languages such as Java, PHP, HTML/XHTML and relational database reporting and modifications languages.	Essential
12.	Experience in designing website and the use of Content Management System ie WordPress, Joomla, Drupal or a related website building platform for updating and website maintenance.	Essential
13.	Knowledge of metadata standards and protocols represented in library information systems, including MARC, MARCXML, OAI-PMH, OpenURL.	Highly Desirable
14.	Experience in Application Programming Interfaces (APIs) and how to facilitate integration with third-party application.	Highly Desirable
15.	Demonstrate understanding of data gathering and analysis techniques to support descriptive and inferential statistical analysis using analytic tool ie. Excel Pivot Table, Power BI, Tableau etc.	Highly Desirable
16.	Familiar with current trends of library technologies / developments or have interest to learn in terms of technical aspects / new library technologies / security technologies.	Preferable
17.	Substantial knowledge of library procedures and practices in an academic library environment.	Preferable
18.	Knowledge of LANs, WANs, routers, switches, file servers, firewalls, data cabling and electrical systems to oversee work in these areas.	Preferable

**Further Information:**

Further information is available from Human Resources at fax +60 82 260821, email [careers@swinburne.edu.my](mailto:careers@swinburne.edu.my).

**Applications:**

Applications should include a detailed CV summarising qualifications, experience and other matters considered relevant to the application.

The University has a policy requiring successful applicants to produce evidence of all formal qualifications at the time of commencing employment.

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I accept the Position Description as stated above and that the Position Description may need amending and updating periodically due to changes in responsibilities and organisational requirements. Changes to position descriptions will be in accordance with the position grade and category, and consistent with the purpose for which the position was established.

**Name** :

**Date** :

**Signature** :