

# Systems Administrator

## *Candidate information pack*

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### Role: Summary

<b>Job title:</b>	Systems Administrator
<b>Department:</b>	IT
<b>Status:</b>	A permanent post subject to the Library's general employment policies
<b>Salary Band:</b>	£37,012 - £43,181
<b>Location:</b>	St James's Square, London SW1
<b>Reports to:</b>	Head of IT
<b>Direct reports:</b>	None

<b>Key relationships:</b>	IT department All Library staff Members External contacts and suppliers
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<b>Purpose:</b>	This is a key role in the London Library technology team, providing expertise in the administration, management, and support activities associated with the IT infrastructure and systems.
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This role will involve the expert maintenance of the Library's software including software-as-a-service, hardware, and networks.

The duties of this role include monitoring systems, updating and upgrading software, providing 1<sup>st</sup> and 2<sup>nd</sup> line support to Library system users and escalating to third parties for 3<sup>rd</sup> line support where necessary, liaising with internal and external stakeholders on digital projects, responding to security threats and managing vulnerabilities.

### Role: Key Duties

#### Day-to-day responsibilities

##### Systems Administration

- Ongoing administration and maintenance of server and networking infrastructure
- Microsoft 365 and Azure administration
- Maintenance of staff desktops, laptops, and peripheral devices
- User account provisioning and management of the joiner, mover, leaver process
- Support and administration of enterprise systems

- Support and administration of member facing systems
- Responding to security notifications
- Responding to support tickets
- Monitoring system health
- Provide 1<sup>st</sup> and 2<sup>nd</sup> line IT support
- Backup and Recovery administration
- Training staff on new systems and changes to existing systems
- Draft training material and technical documentation
- Provide data and contribute to producing analytical reports from enterprise systems
- Recommend changes and improvements to IT Infrastructure

#### **LMS (ExLibris Alma, Primo) Support**

- Make configuration changes to Alma
- Alma integrations with Azure B2C
- Maintaining electronic resource catalogue
- Troubleshooting technical issues related to Alma and Primo
- Identifying issues and lodging support tickets with Ex Libris
- Creating and providing usage reports from Alma Analytics

#### **Audio/Visual Services Management**

- Provide training and support to events team in the setup and operation of AV equipment with an emphasis on building confidence in the events team to be better able to support themselves
- Designing, costing and building AV infrastructure

More specifically these responsibilities include:

- **Application support**  
To provide support for a range of applications including: Ex Libris Alma and Primo (Library Management System), Sage 200 (accounting software), Cezanne (HR database), Microsoft 365 end user applications, including web versions, and a range of web-based applications
- **Email administration**  
To administer the email system by maintaining the email service, web interface, anti-virus and anti-spam protection, and liaising with other email administrators in resolving problems
- **IT security**  
To maintain IT security including Firewall configuration and monitoring using SonicWall Firewall; administration of anti-virus software; maintaining login and password security for the Library's Active directory; and backup routines to securely backup data
- **Network Administration**  
To maintain the Library's network by maintaining Wi-Fi access points, switches and cabling, routing, VLAN configuration, DNS and DHCP and by ensuring that proper internet access is maintained by the Library's Internet Service Providers
- **Server administration**  
To administer the Library's servers running a range of operating systems including Windows Server and Linux. To ensure that the systems are patched and to resolve hardware issues such as disk failures, RAID misconfigurations etc.

- **Database administration and reporting**  
To administer and maintain the Library's databases including those running on Microsoft SQL Server and MySql. To provide data for management reports using SQL, and to support staff in writing their own reports using third party tools such as Power BI
- **Intranet**  
To maintain and support the Library's SharePoint Online intranet
- **PC and peripheral support**  
To provide support for PCs, printers, scanners, and other peripherals and their associated software
- **Internet access for members**  
To maintain internet access for members through public workstations and the provision of a wireless access for members to connect to the internet through their laptops
- **Database access for members**  
To maintain a range of online and in-house cached databases and e-journals, available to members inside the Library and from their computers away from the Library

### Training

- To train new staff in IT applications
- To produce comprehensive documentation, guidelines and procedures for training and troubleshooting purposes, ensuring these are disseminated to staff and available for members as appropriate
- To provide general IT training for all staff
- To give advice to Library members with IT problems as required

### Other duties

- To attend appropriate training courses to improve and extend skills base as recommended by the Library
- To take a flexible approach to covering out of hours duties including in evenings and at weekends
- To perform such other tasks as may reasonably be requested by the Director of The London Library

The job description set out above does not form part of the contract and may be subject to amendment at the discretion of the Director of The London Library

*Revised December 2022*

# Person Specification

	Desirable	Essential
<b>Qualifications</b>		
• Good degree, preferably in an Information Technology subject	x	
• Good numeracy: GCSE Maths (Grade A-C) or equivalent		x
• A service management qualification such as ITIL	x	
<b>Experience and Knowledge</b>		
• Experience of maintaining a variety of complex IT systems in an academic library	x	
• Sound familiarity with administering a Library Management System preferably Ex Libris Alma	x	
• Experience of evaluating and commissioning computer hardware		x
• Experience of defining requirements and devising specifications for new software packages		x
• Experience of delivering training and making presentations		x
• Advanced IT skills including knowledge of the following:		x
○ Windows Server and desktop administration		
○ MS SQL or MySQL		
○ HTML, CSS		
○ TCP/IP		
○ Scripting languages including PowerShell		
• Experience of working in a not-for-profit or membership organisation		x
• Experience of working in a public or academic library	x	
<b>Skills and Abilities</b>		
• Ability to work with absolute discretion, tact and confidentiality		x
• Proven problem solving ability		x
• First-rate general IT skills (Windows, MS Office, email, internet)		x
• Proven ability to learn new systems quickly		x
• Ability to prepare effective reports, guides, training and promotional materials		x
• Excellent oral communication skills, both 1-1 and with groups		x
• Proven ability to organise own work and use time effectively		x
• Proven ability to deliver project deliverables to time, cost and quality		x
<b>Teamwork and Personal Impact</b>		
• Ability to think beyond existing practices to identify and implement potential improvements		x
• Presentation of a positive and professional image at all times		x
• Ability to work accurately, methodically and successfully to deadlines		x
• Tact, diplomacy and flexibility		x
• Patience, resilience and a good-humoured approach to problem-solving		x
• Willingness to provide support for the Library's late opening evenings, event nights and Saturday opening as required		x

## Key Information

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### Hours of Work, Pay and Benefits

#### Hours of work

35 Hours per week, Monday to Friday. 9.30 – 5.30 with 1 hour for lunch.

#### Salary

In the range £37,012 - £43,181 per annum subject to experience.

#### Annual leave

25 days plus 11 days when the Library is closed for public holidays.

#### Library opening hours

For up to date information on Library opening hours, visit

<https://www.londonlibrary.co.uk/members/opening-hours>

#### Pension

The Library operates a Group Personal Pension Scheme. Details may be seen at the Library. Eligibility to join and entitlement to benefits is subject to the rules of the scheme.

#### Group Life Assurance Scheme

The employee's nominated beneficiary will receive a sum equivalent to 4x annual salary in the event that they die whilst employed by the Library.

#### Meal allowance

In addition to salary, the Library gives a taxable "meal allowance" of £2.08 per day to all members of staff working a full seven-hour day.

#### Cash Health scheme

All employees will be enrolled into our cash health scheme which allows members to reclaim the cost of medical expenses such as dental fees and prescription charges as well as access to a 24 hour employee assistance service.

#### Season tickets and bicycle loans

(subject to a qualifying period)

Interest-free loans for the purchase of season-tickets and/or bicycles for travelling to and from work.

#### Access to collections

The facility to make full borrowing use of the Library's collections (up to 10 books at a time) and online resources.

#### Book purchase and binding

Staff may purchase books for themselves, taking advantage of the discounts negotiated by the Library. Discounts on binding personal books may also be arranged.

#### Training & Development

The Library is committed to the support and development of all workers. We aim to ensure that all workers not only have the knowledge, skills and experience necessary to be successful in their jobs, but also to fulfil their career potential.

#### Rest facilities

Staff-room with small kitchen and dining area offering free tea and coffee-making facilities.

# Application and selection procedures

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## How to Apply

Please download the application form from our website, complete all three sections and send them **by email only in MS Word format to:** [vacancies@londonlibrary.co.uk](mailto:vacancies@londonlibrary.co.uk) quoting reference number LL/22/08.

## Appendix – GDPR Privacy Notice

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This notice explains what personal data (information) we will hold about you, how we collect it, and how we will use and may share information about you during the application process. We are required to notify you of this information, under data protection legislation. Please ensure that you read this notice (sometimes referred to as a 'privacy notice') and any other similar notice we may provide to you from time to time when we collect or process personal information about you.

### Who collects the information

The London Library ('Company') is a 'data controller' and gathers and uses certain information about you.

### Data protection principles

We will comply with the data protection principles when gathering and using personal information.

### About the information we collect and hold

The table set out in 0 of 0 below summarises the information we collect and hold up to and including the shortlisting stage of the recruitment process, how and why we do so, how we use it and with whom it may be shared.

The table in 0 of 0 below summarises the additional information we collect before making a final decision to recruit, ie before making an offer of employment unconditional, how and why we do so, how we use it and with whom it may be shared.

We seek to ensure that our information collection and processing is always proportionate. We will notify you of any changes to information we collect or to the purposes for which we collect and process it.

### Where information may be held

Information may be held at our offices and those of our third party service providers.

### How long we keep your information

We keep the personal information that we obtain about you during the recruitment process for no longer than is necessary for the purposes for which it is processed. How long we keep your information will depend on whether your application is successful and you become employed by us, the nature of the information concerned and the purposes for which it is processed.

We will keep recruitment information (including interview notes) for no longer than is reasonable, taking into account the limitation periods for potential claims such as race or sex discrimination (as extended to take account of early conciliation), after which they will be destroyed. If there is a clear business reason for keeping recruitment records for longer than the recruitment period, we may do so but will first consider whether the records can be pseudonymised, and the longer period for which they will be kept.

If your application is successful, we will keep only the recruitment information that is necessary in relation to your employment. For further information, see *our data protection privacy notice (employment)*.

### Your right to object to us processing your information

Where our processing of your information is based solely on our legitimate interests (or those of a third party), you have the right to object to that processing if you give us specific reasons why you are objecting, which are based on your particular situation. If you object, we can no longer process your information unless we can demonstrate legitimate grounds for the processing, which override your interests, rights and freedoms, or the processing is for the establishment, exercise or defence of legal claims.

Please contact [vacancies@londonlibrary.co.uk](mailto:vacancies@londonlibrary.co.uk) if you wish to object in this way.

### **Your rights to correct and access your information and to ask for it to be erased**

Please contact [vacancies@londonlibrary.co.uk](mailto:vacancies@londonlibrary.co.uk) if (in accordance with applicable law) you would like to correct or request access to information that we hold relating to you or if you have any questions about this notice. You also have the right to ask our HR team for some but not all of the information we hold and process to be erased (the 'right to be forgotten') in certain circumstances. Our HR team will provide you with further information about the right to be forgotten, if you ask for it.

### **Keeping your personal information secure**

We have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

### **How to complain**

We hope that our HR team can resolve any query or concern you raise about our use of your information. If not, contact the Information Commissioner at <https://ico.org.uk/concerns/> or telephone: 0303 123 1113 for further information about your rights and how to make a formal complaint.



Up to and including the shortlisting stage

The information we collect	How we collect the information	Why we collect the information	How we use and may share the information
<b>Your name and contact details (ie address, home and mobile phone numbers, email address)</b>	From you	Legitimate interest: to carry out a fair recruitment process  Legitimate interest: to progress your application, arrange interviews and inform you of the outcome at all stages	To enable HR personnel or the manager of the relevant department to contact you to progress your application, arrange interviews and inform you of the outcome  To inform the relevant manager or department of your application
<b>Details of your qualifications, experience, employment history (including job titles, salary and working hours) and interests</b>	From you, in the completed application form and interview notes (if relevant)	Legitimate interest: to carry out a fair recruitment process  Legitimate interest: to make an informed decision to shortlist for interview and (if relevant) to recruit	To make an informed recruitment decision  The person making the shortlisting decision will receive pseudonymised or anonymised details only; if you are invited for interview, the interviewer will receive non-anonymised details
<b>Your racial or ethnic origin, sex and sexual orientation, religious or similar beliefs</b>	From you, in a completed anonymised equal opportunities monitoring form	To comply with our legal obligations and for reasons of substantial public interest (equality of opportunity or treatment)	To comply with our equal opportunities monitoring obligations and to follow our equality and other policies
<b>Details of your referees</b>	From your completed application form	Legitimate interest: to carry out a fair recruitment process	To carry out a fair recruitment process  To comply with legal/regulatory obligations  Information shared with relevant managers, HR personnel and the referee
<b>Information about your health, including any medical condition, health and sickness records</b>	From you	Legitimate interest: to carry out a fair and non-discriminatory process  Necessary for performance of rights and obligations in connection with employment	To carry out a fair and non-discriminatory recruitment process – to see if there are any adjustments that can be made to the recruitment process

**Before making a final decision to recruit**

<b>The information we collect</b>	<b>How we collect the information</b>	<b>Why we collect the information</b>	<b>How we use and may share the information</b>
<b>Information about your previous academic and/or employment history, including details of any conduct, grievance or performance issues, appraisals, time and attendance, from references obtained about you from previous employers and/or education providers Δ</b>	From your referees (details of whom you will have provided)	Legitimate interest: to make an informed decision to recruit  To comply with our legal obligations  Legitimate interests: to maintain employment records and to comply with legal, regulatory and corporate governance obligations and good employment practice	To obtain the relevant reference about you  To comply with legal/regulatory obligations  Information shared with relevant managers and HR personnel
<b>Information regarding your academic and professional qualifications Δ</b>	From you, from your education provider, from the relevant professional body	Legitimate interest: to verify the qualifications information provided by you	To make an informed recruitment decision
<b>Your nationality and immigration status and information from related documents, such as your passport or other identification and immigration information Δ</b>	From you and, where necessary, the Home Office	To enter into/perform the employment contract  To comply with our legal obligations  Legitimate interest: to maintain employment records	To carry out right to work checks  Information may be shared with the Home Office
<b>Information about your health, including any medical condition, health and sickness records</b>	<b>From you</b>	Legitimate interest: to ensure intrinsic elements of the role can be met  To enter into/perform the employment contract  Necessary for performance of rights and obligations in connection with employment	To ensure intrinsic elements of the role can be met  To establish if any reasonable adjustments can be made

You are required (by law or in order to enter into your contract of employment) to provide the categories of information marked 'Δ' above to us to enable us to verify your right to work and suitability for the position.