COUNCIL OF ONTARIO UNIVERSITIES
POSITION DESCRIPTION

Position Title	Omni Network Zone and Technology Specialist
Department	OCUL (Ontario Council of University Libraries)
Immediate Supervisor's Title	OCUL Executive Director
Reports to	OCUL Executive Director with functional reporting to Assistant Director, Collaborative Initiatives

Position Summary

Reporting to the Executive Director and guided by the Ontario Council of University Libraries (OCUL's) mission and priority outcomes for collaboration, the Omni Network Zone and Technology Specialist works closely with librarians and staff across the consortia to research, recommend, implement, and support new technologies in a complex multi-institutional environment.

This position provides oversight and support for all technological aspects of the implementation, configuration, maintenance, ongoing operation, and enhancement of Omni, OCUL's instance of Ex Libris's Alma and Primo VE shared library services platform, including the Network Zone.

This position oversees and coordinates the Network Zone for the entire Omni system, maintaining accurate information and database integrity, and improving the efficiency and effectiveness of Network Zone workflows and operations across all Omni institutions.

This position leads technical support for Omni, which includes responsibility for troubleshooting, upgrades, performance and data flow monitoring, reporting, and extending of Alma, Primo VE and the Network Zone through published APIs.

Duties and Responsibilities

Network Zone and Technology implementation, coordination, and management

- Develop and apply best practices for managing OCUL's Omni Alma/Primo VE library services platform to meet the strategic objectives established by OCUL's Collaborative Futures initiative
- Provide oversight and coordination of the Network Zone (NZ) for the entire Omni system to ensure that all institutions are able to function successfully in the collaborative environment
- Assess consortial needs, making recommendations and implementing approved Network Zone policies, procedures, and access.
- Coordinate monthly Alma/Primo VE updates of varying complexity for the LSP.
- Manages import, export, and deletion of Network Zone records.
- Monitor monthly updates, tests enhancements and report results

- Works closely with OCUL Assistant Director, Information Resources & Collections or other appropriate staff to load licenses for consortially purchased subscriptions in order to provide usage rights for these subscriptions
- Coordinate NZ analytics

Omni Resource Sharing

- Continue to extend and enhance Omni-wide resource sharing (e.g., Automated Fulfillment Network [AFN], ISO resource sharing, etc), expanding its reach to all member libraries by configuring and maintaining the AFN and facilitating integration with other resource sharing systems.
- Troubleshoot AFN configuration and technology issues as needed.

New member onboarding and shared technology implementation

- Work with the Assistant Director of Information Resources and Collections to maintain an awareness of emerging issues and trends in library management systems that may be impacting academic libraries and consortia both nationally and internationally
- Assist with the onboarding and early implementation phases of Omni and related software for member libraries
- Coordinate the implementation and enhancement of new shared technology solutions and 3rd-party integrations (e.g., RapidILL, Rapido, Leganto, Syndetics, etc.)

Troubleshooting coordination

- Troubleshoots issues arising within the Omni and the Network Zone environment, and assist with the management of service tickets to ensure problems are resolved in a timely and efficient manner
- Stay informed of system-wide issues and serve as an advocate for the resolution of common difficulties
- Collaborate with the Assistant Director, Collaborative Initiatives and Collaborative Futures subcommittees and working groups to develop standards and processes for reporting system problems and technical troubleshooting via Salesforce and other appropriate means

Governance, Communication, and Relationship-Building

- Coordinate administrative and operational support for relevant CF subcommittees and working group chairs, calling upon the assistance of the Executive Director, Assistant Director, Collaborative Initiatives, Administration and Communications Coordinator, and the Administrative Assistant as needed
- Work closely with CF subcommittees and working groups as they pertain to technology systems and solutions, analytics, discovery, and user experience to facilitate the development of policies and procedures for Omni
- Collaborate with the Assistant Director, Collaborative Initiatives and the Administration and Communications Coordinator to provide effective communication and messaging about system upgrades and technical enhancements
- Prepares reports and makes presentations to CF Directors and Omni partner libraries as needed, as well as to external audiences, to promote Omni use and features

Training and Documentation

- Work with the Assistant Director, Collaborative Initiatives and CF subcommittees and working groups to provide opportunities to develop the expertise of OCUL members in the management and operation of Omni
- Maintain clear, accurate and current documentation related to the Omni system and technology on the OCUL website and other OCUL document management and communications tools and platforms seeking input from the CF Steering Committee and appropriate subcommittees and working groups
- Prepare reports and makes presentations to member library faculty and staff as needed to promote Omni use and features
- Serve as a point of contact with the vendor (Ex Libris) on technical and system developments, enhancements, and solutions
- Make presentations and offers training to CF member library faculty and staff in the use of Omni technology features

Job Complexities

Choice of Action

- Incumbent will have significant leeway for independent investigation, judgement, and decision-making.
- Incumbent must be capable of independent, self-initiated action with minimum supervision and high level of accuracy and quality of work.
- Incumbent must exercise discretion and sound judgement, especially when dealing with confidential and sensitive data or information.
- Incumbent will have a significant role in developing and recommending strategic directions for Omni operations and OCUL services.

Consequence of Error

- Impact of decision-making and the consequence of error are chiefly operational and reputational in nature. In both cases, the impact and consequence may be serious.
- Decisions and errors made may have a critical impact on Omni and OCUL operations and services.
- Decisions and errors made may have a critical impact on Omni and OCUL's reputation.
- Decisions and errors made may have a critical impact on Omni technology operations at member libraries and library services to university students, staff, and faculty.

Difficulty

- Incumbent must have a high-level of proficiency in library systems and technologies.
- Incumbent must have superior analytical/creative/critical thinking skills to understand and determine solutions to complex technology problems.
- Incumbent must be able to understand the significant impact on decision-making and consequence of error on consortial and individual library services.
- Incumbent must have a high-level of interpersonal and soft skills to work with numerous individuals, groups, and stakeholders.

Contacts

- Daily contact with Assistant Director, Collaborative Initiatives and unit staff to coordinate Omni technology operations and troubleshooting, documentation, governance, training, and communication, troubleshooting.
- Frequent contact with OCUL Executive Director and Assistant Director, Collaborative Initiatives for input on medium- and high-impact decision-making.
- Regular contact with member library faculty and staff, Directors, and vendor staff for technology implementation, enhancement, and troubleshooting operations.

Supervision Received

- General direction from the Executive Director, the Assistant Director, Collaborative Initiatives, and the Chair of the Collaborative Futures Steering Committee/Board of Directors.
- Incumbent is expected to function effectively with minimum direction and supervision, both of which may be provided in general rather than with specificity.

Supervision Exercised

- Number of employees supervised: # Directly____0_____ # Indirectly_____0_____
- Positions(titles) supervised: _____

Working Environment

Working Conditions

- Fast-paced environment with significant demands.
- Nature and importance of work requires flexibility and responsiveness to situations where priorities and deadlines often change.
- Standard office environment. There may be some travel needed to conferences, meetings, and the organization's headquarters in Toronto.

Equipment Used

- General office equipment: Computer, telephone, and printer. A significant amount of the employee's time (>75%) will be spent using a computer.

Qualifications Required

Formal Education

- Master's degree in library science or information studies, or equivalent years of experience in an academic library environment.

Experience/skills

- Significant experience coordinating and managing library technology platforms and services with experience in library technology implementation, decision-making, and troubleshooting.
- Significant experience working with technology vendors, library faculty and staff, and stakeholders.

- Experience in or knowledge of library consortia and decision-making processes in a consortial environment.
- Extensive experience with Ex Libris Alma and Primo VE critical, and experience with a consortial deployment of Alma/Primo VE with a shared network zone is an asset.
- Strong organisational and planning skills combined with solid decision making and prioritization skills
- Advanced level of computer and internet literacy.
- Superior verbal communication skills, coupled with maturity, discretion, and tact that enable the employee to exercise diplomacy when dealing with OCUL members and outside agencies.
- Excellent documentation and records management skills.
- Team player with demonstrated ability to adapt to changing environments and multiple deadlines, and to work well under pressure with discretion, tact, and good judgement.
- Proficient at using office productivity and web publishing tools.
- High level of initiative. Demonstrated ability to recognize and anticipate what needs to be done.
- Demonstrated strong analytical skills; especially ability to analyze data and synthesize recommendations.
- Confident, clear and articulate English-language communication skills with excellent writing and presentation skills.
- Knowledge of academic libraries and their users, and a well-developed understanding of library consortia is an asset.
- Superior customer relationship management skills. Ability to maintain effective working relationships across multiple and diverse organizations, and across levels within organizations from specialist to executive level.
- Ability to travel on occasion when required.