

# Graduate data analyst

## Role brief

<b>Directorate</b>	Digital resources
<b>Base location</b>	Manchester
<b>Grade</b>	D13
<b>Date</b>	December 2016
<b>Reports to</b>	Senior development officer

### 1. Background

Jisc has created a business unit to bring together into a single management framework all Jisc's digital resources related, strategy, services and operations. These aim to optimise Jisc's activities in these areas as a cohesive whole in order to:

- Ensure that Jisc's digital resources capabilities and expertise are applied cost effectively and imaginatively to make a real difference to research and education in the UK on a sustained basis
- Lead, integrate and manage the performance of core digital resources expertise, infrastructure and services including Jisc collections
- Within the emerging 'open' context, ensure that Jisc delivers at the forefront of academic information resources, modern discovery and access.

This role is within the digital resources directorate. Digital resources delivers a service that supports the procurement, management, discovery and use of content for UK research and education. Our work areas are: open access support, library support and analytics services, digital content, resource discovery, and further education and skills.

This role provides a key function supporting work across the library support and analytics service areas.

### 2. Purpose and scope

The key purpose of this role is to manage ongoing monthly data collection, validation and delivery for UK and international services. Working closely with colleagues at both service and directorate level, the role will help to progress the development and provision of various services.

The role will ensure that data delivered through services conform to recognised global standards, and will require close collaboration with new and existing customers, international partners, and with publishers.

The role will also involve collaboration with various Jisc teams and colleagues to ensure that data are also delivered in a format suitable for cross-service development and interoperability.

The post holder will manage database and administration tools, and will also inform service development in a number of key areas, including web interface development and support, streamlining data gathering and validation processes, and provision of frontline support for both UK and overseas customers.

This is a fixed term contract with the expectation of extension.

## 3. Key accountabilities and role outputs

Responsibilities are expected to be developed and finalised over time and will include but will not be restricted to:

- Assist with the development and maintenance of service platform components including:
  - Web applications and related APIs
  - Authentication components
  - Statistics and monitoring portals
- Working on the deployment, installation and configuration of software releases, and other third-party applications in the cloud environment
- Assist in the management of cloud based infrastructure assets
- Contribute to maintaining the library support and analytics services platforms and data to ensure service availability in line with service level agreements (SLA)
- Assist with translating user requirements into technical specifications, test cases and subsequently into program code
- Participate in quality reviews and undertake testing as needed or directed
- Creation of technical documentation for both internal and external consumption
- Contribution towards technical decision making
- Provide assistance with technical support requests
- Provide reports or briefs to senior application developer and service manager on progress and other aspects of development work
- Attend conferences and workshops as required.
- Produce routine reports and service monitoring statistics.
- Participate in cross-service activities and projects as required.
- Undertake other duties commensurate with the post as they arise

## 4. Skills, knowledge and experience

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Degree in computing or other equivalent formal training, or relevant experience in an equivalent role</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of using Unix/Linux</li> </ul>	<ul style="list-style-type: none"> <li>• Experience with XML</li> <li>• Experience of database administration</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Good working knowledge of database design and relational database management systems, such as MySQL</li> <li>• Good working knowledge of various scripting languages, e.g. Perl, PHP</li> </ul>	<ul style="list-style-type: none"> <li>• An understanding of web accessibility and usability issues</li> </ul>

<b>Skills</b>	<ul style="list-style-type: none"> <li>• Strong analytical skills with the ability to collect, organise, analyse, and present data with attention to detail and accuracy</li> <li>• Excellent communication skills including ability to communicate clearly with both technical and non-technical audiences</li> <li>• Ability to write concise and clear technical documentation and reports</li> <li>• Excellent skills in problem solving/troubleshooting</li> <li>• Ability and willingness to quickly learn new skills on the job</li> <li>• Ability to work both in a team and independently using judgment and initiative</li> <li>• Excellent organizational and time management skills and an ability to balance multiple priorities in the face of competing deadlines</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>• Adherence to standards</li> <li>• Willingness to engage with the vendor and user community</li> <li>• Willingness to travel with overnight stays where needed</li> </ul>	

## 5. Key contacts

- Senior application developers
- Service managers
- Library support and analytics teams
- Developers across the organisation
- Jisc partners and collaborators
- Customers / users of Jisc services