

Job Description



1. Job Details:

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|-------------------|--|--------------------|--------------------------|
| Job Title: | Director of IT Operations and Infrastructure | Reports to: | Executive Director - QNL |
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2. Job Purpose:

To plan information technology strategy and infrastructure to support teaching, learning, and research in Qatar, and lead and oversee the implementation of same.

3. Job Dimensions: Key facts and figures which give an indication of the scope and scale of the job.

| Accountability for annual operating budget / project budget / sales revenue: | | | | | |
|--|----|--------------------------|--|------------------------------|--------|
| Nature of financial accountability: | | | Magnitude of financial accountability: | | |
| Prime | | | QR 2–20m | | |
| # staff supervised: | 37 | # direct reports: | 5 | # contractors/others: | varies |

4. Key Result Areas:

KEY RESULT AREAS

- As part of the Administrative team, contribute to major decisions affecting the, with particular responsibility for digital technology strategies for teaching, learning and research
- Prepare and control budgets for all Library DI services
- Attend educational computing and library conferences and otherwise keep abreast of new electronic resources and technologies for scholarship and research and adopt enhancements to maintain the library's position at the forefront of emerging trends
- Write scholarly articles, present papers, and speak at conferences, etc., in order to contribute to professional knowledge
- Lead the design, development and implementation of the integrated library management system and numerous other digital information management systems which support learning, teaching and research, including secure and quality long-distance access
- Issue RFPs and select software systems to handle library management, web services, digitization, database access, etc.; negotiate contracts with vendors and service providers
- Oversee management of multiple Internet domains, internet protocols, and the hosting of multiple library-related websites appropriate to research needs
- Implement strategies to ensure security and compliance with international copyright law
- Ensure rich learning environments that include classroom technologies such as touch screens, interactive whiteboards, tablet PCs, and other mobile and wireless devices
- Select, adopt, and support tools & software that facilitate discovery, e.g., Met Find, Google Scholar, SFX and other federated searching software to enable the simultaneous search of multiple searchable resources
- Work in close liaison with QF IT, and other high level IT managers at QF and at the branch campuses to plan and develop IT systems for supporting the research portal, metadata management, searching support, user interface, and repository services for library digital resources
- Work in close liaison with Branch Cam us Eros and U.S. branch cam us Eros to provide seamless interface to scholarly resources available on U.S. campuses. Must work with CIOs of QTSP, QNRF, ROTA and other EC research groups that rely on the Library
- Serve as primary QNL contact for international research organizations such as UNESCO and the Library of Congress to develop global digital technologies, such as the World Digital Library, to improve worldwide information access
- Create a digital repository service program to preserve and disseminate QF historical records and research output
- Recruit, hire, and manage library technical staff
- Take responsibility for continuity of key operations and for managing risks applicable to area of responsibility

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- Ensure Risk Management and Business Continuity Management (BCM) requirements and processes are embedded within the entity's activities to support the achievement of Risk and BCM programs objectives
- Other tasks as assigned

5. Operating Environment, Framework & Boundaries:

Must adhere to all applicable QF and Library Policies & Procedures and must ensure that all policies and procedures comply with global standards and best practices. Must ensure that all library technology activities within the Qatar National Library conform to relevant legislation, such as data protection, copyrighting, etc. Work is in a multicultural office and library environment. Must comply with QF health, safety, security, and environment policies, procedures, legal regulations and objectives applicable to areas of responsibility to ensure that work is performed in a safe, healthy and environmentally-sound manner. Work hours, days and locations will vary according to QNL requirements.

6. Communications and Working Relationships:

- Supervisor – frequent contact to provide updates and receive guidance approvals
- PS staff – Directions, objectives, performance, quality and guidelines
- QNL staff – Regular communications as required
- QNL Directors – regular communications for results achievement
- Public – as required
- QF Centers and library directors – regular communications and collaborations
- Regional and international representation as required

7. Problem Solving & Complexity:

- Proactively identifies problems that are inhibiting meeting organizational objectives
- Encourages both individuals and teams to solve problems through empowerment and effective delegation and review mechanisms
- Ensures the allocation of resources and invests in people and tools to optimize problem-solving and decision-making efforts
- Removes obstacles and facilitates information flow to support effective problem solving across the organization
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8. Decision-Making Authority & Responsibility:

- Applies judgment to decide when to make swift decisions even in the absence of all necessary information
- Arrives at sound and timely decisions, based on past experience and an understanding of the current business environment and projected changes
- Considers the impact of decisions on various stakeholders and takes this into account
- Delegates decision making as appropriate to encourage and facilitate empowerment
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9. Minimum Knowledge, Skills & Experience:

- ALA accredited Master's degree in Library and Information Science or foreign equivalent required, with additional computer degree preferred
- 8 years of experience managing a library information department and knowledgeable and experienced library and IT professional
- Thorough knowledge of state-of-the-art information technologies as they relate to teaching, learning, and scholarly research; knowledge of research practices, teaching and learning systems, library management systems, and copyright and intellectual property law

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- Thorough knowledge of the following technologies: Oracle, LIS (e.g., Millennium, Endeavor, Exlibris), Metalib, SFX, and open source systems (e.g., DSpace, MYSQL, Apache, and JAVA)
- Track record of professional contributions such as publishing, presenting, and leading conferences or consortia
- Exemplary writing skills with the ability to draft and edit a variety of written reports and communications and to articulate ideas clearly and concisely; Arabic proficiency is an advantage