

Job Posting

Position Title	Digital Preservation Specialist, Customer Success
Number of positions	1
Duration	Full-time permanent
Location	Remote
Salary range	\$70,000 - \$85,000

About Artefactual

Artefactual Systems Inc. (<https://www.artefactual.com/>) provides archival management and digital preservation products and services to the cultural memory sector using open source software. We help to ensure that our international client base is able to care for the evidence of the past so that it can be trusted in the future. Though founded and still based in British Columbia, Canada, we have staff across Canada, the US, Spain, the UK, and El Salvador. We ground all our work in 4 core values: openness, collaboration, sustainability, and trustworthiness.

Artefactual values the diversity of the people it hires and serves. Our success is reliant on building teams that include people from different backgrounds and experiences who share their ideas and perspectives and participate openly in a collaborative, respectful, and supportive working environment. We are dedicated to hiring humans, not just a resume. We look for a diverse pool of applicants including those from historically marginalized groups. We invite you to apply even if you don't think you meet all the requirements listed below.

We are not working with agencies or recruiters.

Summary

The purpose of this position is to foster long term partnerships by helping Artefactual customers articulate and achieve their stated digital preservation and related goals. This position is primarily responsible for fulfilling the obligations of the Management Service, which is offered in conjunction with an SLA for a client-controlled (usually on-premise) environment. The Digital Preservation Specialist may also be responsible for providing custom SLA support and / or support to other teams as the need arises. However, the primary focus is on delivering value to enterprise-level customers within the limits of the associated services they have purchased.

Job duties

Duty 1

Responsible for proactively managing customer problems

- Identify customer issues and express them as problems
- Using digital preservation and other tools, analyse a problem to determine the cause
- Weigh the alternatives to determine the best solution to the problem

Duty 2

Responsible for helping customers achieve their goals

- Facilitate discussion of goals or priorities for an upcoming quarter
- Help to identify tasks and associated outcomes, deliverables, and timescales in service of stated goals or priorities
- Gather metrics on system performance, throughput, issues
- Organize and run quarterly meetings
- Prepare quarterly reports for dissemination and discussion

Duty 3

Responsible for continuous improvement in service delivery

- Monitor outstanding, ongoing, or recurring incidents
- Analyse incidents for trends or patterns that can be identified as problems
- Gather feedback from stakeholders to suggest solutions
- Liaise with other specialists to identify wider patterns
- Provide feedback to the appropriate team to improve the product

Job skills and qualifications

Must have

- A curious mindset
- Ability to analyse issues or problems in a technical environment
- Digital preservation / archival domain knowledge
- Excellent communication skills, including writing & making presentations
- Experience leading / facilitating (remote/online) meetings and workshops
- An interest in continuous improvement in service delivery
- At least 4 hours overlap with 8am-4pm Pacific Standard Time

Nice to have

- Experience with problem management and change management processes in an IT domain
- Experience in problem solving in a software-related domain
- Experience working with monitoring systems
- Experience with Linux
- Experience working as a digital archivist or digital preservationist

- Experience participating in an open source project or community

How to apply

Submit your covering letter and CV to jobs@artefactual.com

Deadline to apply

Dec 12, 2022