Post Title:	Application Development, Management and Support (ADMAS) Manager
Grade:	8

Job Description

2.1. Purpose

The Application Development, Management and Support (ADMAS) Manager is accountable for the support and management of application products and services deployed on behalf of the University Group. They will ensure application products are efficient, secure, perform optimally and are aligned to business goals and objectives.

The ADMAS Manager is accountable for the day to day operation, security and delivery of our application services. They will ensure application services are efficient, secure, perform optimally and are aligned to business goals and objectives. The post holder is accountable for the maintenance of configuration data, capacity planning, service availability and continuity. They will ensure adherence to service levels and all operational processes (such as incident, problem, change management processes) pertaining to application services.

The ADMAS Manager will participate in continuous improvement analysis and design, as well as the development of application based solutions.

The post will line manage and oversee the day to day working of the ADMAS Team. They will ensure high team performance alongside developing a culture of learning and empowerment.

2.2. Main Duties and Responsibilities

1. Explains the purpose of and provides advice and guidance on the application and operation of elementary physical, procedural and technical security controls. Performs security risk, vulnerability assessments, and business impact analysis for server & storage systems. Investigates suspected attacks and manages security incidents. Uses forensics where appropriate.

2. Actively maintains recognised expert level knowledge in application technologies. Provides definitive and expert advice in the field of application technology. Oversees the provision of specialist advice by others, consolidates expertise from multiple sources, including third party experts, to provide coherent advice to further organisational objectives. Supports and promotes the development and sharing of specialist application knowledge within the organisation.

3. Takes responsibility for the design, procurement, installation, upgrading, operation, control, maintenance and effective use of application components and monitors their performance. Provides technical management of the application operation, ensuring that agreed service levels are met and all relevant policies and procedures are adhered to.

Schedules and supervises all application maintenance and installation work. Ensures that operational problems are identified, recorded, monitored and resolved. Provides appropriate status and other reports to specialists, users and managers. Ensures that operational procedures and working practices are fit for purpose and current. Investigates and manages the adoption of appropriate tools, techniques and processes (including automation) for the management of systems and services.

4.   Supports monitoring of the external environment and assessment of emerging application technologies to evaluate the potential impacts, threats and opportunities to the organisation. Contributes to the creation of reports, technology roadmapping and the sharing of knowledge and insights.

5.   Implements and contributes to the development of a continuity management plan. Coordinates the assessment of risks to the availability, integrity and confidentiality of systems that support critical business processes. Coordinates the planning, designing, and testing of maintenance procedures and contingency plans.

6.   Provides advice and guidance to support adoption of methods and tools and adherence to policies and standards. Tailors processes in line with agreed standards and evaluation of methods and tools. Reviews and improves usage and application of methods and tools.

7.   Provides advice, assistance and leadership associated with the planning, design and improvement of service and component availability. Includes the investigation of all breaches of availability targets and service non-availability, with the instigation of remedial activities. Plans arrangements for disaster recovery together with supporting processes and manages the testing of such plans.

8.   Performs defined tasks to monitor service delivery against service level agreements and maintains records of relevant information. Analyses service records against agreed service levels regularly to identify actions required to maintain or improve levels of service, and initiates or reports these actions.

9.   Proposes and agrees the configuration items (CIs) to be uniquely identified with naming conventions. Ensures that operational processes are in place to maintain secure configuration, consistent classification and management of CIs, and for the verification and audit of configuration records. Develops, configures and maintains tools (including automation) to identify, track, log and maintain accurate, complete and current information. Reports on the status of configuration management. Identifies problems and issues and recommend corrective actions.

10. Develops implementation plans for complex requests for change. Evaluates risks to the integrity of service environment inherent in proposed implementations (including availability, performance, security and compliance of the business services impacted). Seeks authority for those activities, reviews the effectiveness of change implementation, suggests improvement to organisational procedures governing change management.

Leads the assessment, analysis, development, documentation and implementation of changes based on requests for change.

11. Leads the assessment, analysis, planning and design of release packages, including assessment of risk. Liaises with business and IT partners on release scheduling and communication of progress. Conducts post release reviews. Ensures release processes and procedures are applied and that releases can be rolled back as needed. Identifies, evaluates and manages the adoption of appropriate release and deployment tools, techniques and processes (including automation).

12. Evaluates new system software, reviews system software updates and identifies those that merit action. Ensures that system software is tailored to facilitate the achievement of service objectives. Plans the installation and testing of new versions of system software. Investigates and coordinates the resolution of potential and actual service problems. Ensures that operational documentation for system software is fit for purpose and current. Advises on the correct and effective use of system software.

13. Manages application capacity modelling and forecasting activities. Pro-actively reviews information in conjunction with service level agreements to identify any capacity issues and specifies any required changes. Provides advice to support the design of service components including designing in flexible and scalable capacity. Works with business representatives to agree and implement short and medium term modifications to capacity. Drafts and maintains standards and procedures for service component capacity management. Ensures the correct implementation of standards and procedures.

14. Drafts and maintains procedures and documentation for applications support. Manages application enhancements to improve business performance. Advises on application security, licensing, upgrades, backups, and disaster recovery needs. Ensures that all requests for support are dealt with according to set standards and procedures.

15. Ensures that appropriate action is taken to anticipate, investigate and resolve problems in systems and services. Ensures that such problems are fully documented within the relevant reporting system(s). Enables development of problem solutions. Coordinates the implementation of agreed remedies and preventative measures. Analyses patterns and trends.

16. Ensures that incidents are handled according to agreed procedures. Investigates escalated incidents to responsible service owners and seeks resolution. Facilitates recovery, following resolution of incidents. Ensures that resolved incidents are properly documented and closed. Analyses causes of incidents, and informs service owners in order to minimise probability of recurrence, and contribute to service improvement. Analyses metrics and reports on performance of incident management process.

17. Manages individuals and groups. Allocates responsibilities and/or packages of work, including supervisory responsibilities. Delegates responsibilities as appropriate. Sets performance targets, and monitors progress against agreed quality and performance

criteria. Provides effective feedback, throughout the performance management cycle, to ensure optimum performance. Proactively works to ensure effective working relationships within the team and with those whom the team interacts with. Provides support and guidance as required, in line with individuals' abilities. Advises individuals on career paths, and encourages pro-active development of skills and capabilities and provides mentoring to support professional development. Provides input in to formal processes such as compensation negotiations and disciplinary procedures.

18. Determines the required outcomes for learning or development, from organisational development needs training strategies, and agreed career pathways. Mentors assigned practitioners, ensuring alignment with predetermined statements of required development outcomes. Assists each practitioner with the creation of development plans based on the outcome statements. Ensures that each practitioner records evidence of continuing professional development. Validates practitioners' records at the end of each cycle of planned development, to ensure that achievements and enhanced capabilities are correctly recorded and referenced to the outcome statements. May contribute to practitioners' performance appraisals.

19. Manages suppliers to meet key performance indicators and agreed targets. Manages implementation of supplier service improvement actions. Use suppliers' expertise to support and inform development roadmaps. Manages operational relationships between suppliers. Ensures potential disputes or conflicts are raised at an early stage, with clear escalation paths for resolving them. Performs bench-marking and makes use of supplier performance data to ensure that supplier performance is properly monitored and regularly reviewed. Identifies constraints and opportunities when negotiating or renegotiating contracts.

20. Manages aspects of the product lifecycle enabling the product to meet the needs of customers/users and achieve financial or other targets. Acts as product owner for one or more lower-value products or services; prioritises product requirements and owns a product backlog. Analyses market and/or user research, feedback, expert opinion and usage data to understand needs and opportunities. Facilitates uptake of products by planning development of product collateral, supporting and evaluating campaigns, and monitoring product performance. Rolls out product trials and product launches.

Deputises for the Head of Software Engineering & ADMAS as required.

AND such other duties as are within the scope of the spirit of the job purpose, the title of the post and its grading.

2.3. Supervision Received

Line management is from the Head of Software Engineering & ADMAS.

2.4. Supervision Given

ADMAS Team.

2.5. Contacts

- IT Services staff, including Executive Team.

- University Group Leadership Team.

- Staff and students in other Schools / Support Areas of the University Group.

- External Suppliers and other education institutions.

3. Person Specification

ATTRIBUTES	ESSENTIAL	ADVANTAGEOUS
Education & Qualifications	• A degree relevant to IS/IT. • Or full membership of an IS/IT professional body. • Or substantial experience in lieu of the above which demonstrates a professional approach to IS/IT development.	• MCSD (App Builder). • OCM (Java EE Enterprise Architect). • ITIL. • CISM.
Knowledge & Experience	• Understanding global / local business differentiation. • Knowledge of customer behaviours, needs and expectations. • Digital business literacy. • Tracking of emerging trends.	• Understanding of business organisation, politics and culture. • Ability to understand related industries. • Higher Education experience.
Interpersonal Skills	• Able to influence and negotiate at all levels and also where resources may not be in direct control of this role. • Ability to build trust and display integrity. • Able to motivate others to deliver high performing teams and a high performance culture. • Ability to forge effective relationships in a complex matrix management environment. • Ability to work collaboratively and key team player. • Excellent communication, and presentation skills • Creative and innovative thinking • Results orientation. • Resolving conflicts and problems. • Adaptability. • Openness to learning. • Decisiveness. • Accountability. • Creative and innovative thinking. • Influencing and persuading.	• Conceptual thinking. • Strategic thinking. • Leading, inspiring and building trust.
Job-related Skills, Abilities &	• Excellent analytical, strategic conceptual thinking, strategic planning	• Applying lean / startup agile

Competencies	• and execution skills. • Exceptional leadership skills with the ability to support and assist with the development and communication of the ADMAS vision, and inspire, motivate and develop staff. • Takes accountability and has strong sense of ownership. • Results orientated and a commitment to a high quality customer service • A blend of business, IT, financial and communication skills. • Understanding business organisation, politics and culture. • Ability to build and maintain broad network of business relationships. • Knowledge of customer behaviors, needs and expectations. • Ability to lead a team/discipline to quickly resolve complex problems in the provision of IT services. • Good understanding of current and emerging technologies and how other enterprises are employing them to drive digital business support. • Supplier management. • Integrating solutions. • Understanding digital technologies. • Understanding existing systems and technology. • Problem solving. • Applications operational management. • Cyber-security within application technologies.	methods. • Application development and software engineering. • Public cloud infrastructure. • Microsoft Azure. • Amazon Web Services.
Other Requirements	• A flexible approach to working hours and location, including a willingness to travel, locally, nationally or overseas, as required. • Requirement to work on call in order to faciliate the 24*7 support demands of a global organisation. • An appreciation of other cultures; the global reach of the University and its international agenda.	

	• A mature, professional and self-motivated approach to tasks. • Ability to represent IT Services in formal and informal settings. • Able to work under pressure. • Ability to work flexibly and extended hours by agreement to meet tight, fixed deadlines or as required by service imperatives. • Health & Safety Awareness.	