

<b>Post Title:</b>	Application Development, Management and Support (ADMAS) Support Team Leader
<b>Grade:</b>	7

## **Job Description**

### **2.1. Purpose**

The Application Development, Management and Support (ADMAS) Support Team Leader will ensure that all application services deployed on behalf of the University Group are operated and supported in accordance with the needs of the Group.

The Application Development, Management and Support (ADMAS) Support Team Leader is responsible for the day to day support of our application services. The post holder is responsible for the maintenance of a knowledge base, FAQs and application-specific training material. They will provide functional training for core applications as necessary. They will ensure adherence to service levels and all operational processes (such as incident, problem, change management processes) pertaining to application services.

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

### **2.2. Main Duties and Responsibilities**

1. Controls, monitors and evaluates application-related content to ensure quality, consistency and accessibility of messages. Designs the content and appearance of complex information deliverables in collaboration with clients and/or representatives of the intended audience(s). Moderates content (in both draft and published forms) and ensures content can be re-purposed appropriately. Creates and evaluates complex, well-engineered deliverables, ensuring alignment with the agreed requirements, making optimal use of the chosen medium(s). Reviews work of other content designers and authors for consistency and accuracy, and takes responsibility for ensuring appropriate publication. Understands the implications of publishing content and manages the associated risks.
2. 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

3. Initiates and monitors actions to investigate and resolve problems in systems, processes and services. Determines problem fixes/remedies. Assists with the implementation of agreed remedies and preventative measures.
4. 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.
5. 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.
6. Maintains skills framework, or information about access to standard frameworks. Advises on required outcomes for learning or development, from knowledge of skills frameworks and organisational development needs. Assists practitioners with the process of creating development plans based on outcome statements. Monitors practitioners' continuing professional development records, ensuring that achievements and enhanced capabilities are recorded and referenced to the outcome statements.
7. Collects supplier performance data and investigates problems. Monitors and reports on supplier performance, customer satisfaction, and market intelligence. Validates that suppliers' performance is in accordance with contract terms. Engages proactively and collaboratively with suppliers to resolve incidents, problems, or unsatisfactory performance. Implements supplier management-related service improvement initiatives and programmes.
8. Responsible for day-to-day management, resource planning and work allocation to meet agreed service levels. Specifies, agrees and applies customer service standards. Ensures that tracking and monitoring of performance of service delivery through all channels (human, digital, self-service, automated) is carried out, metrics and reports are analysed, and issues are resolved. Drafts and maintains policy, standards and procedures for the customer service functions. Ensures that the catalogue of requestable and supported services is complete and current.

9. Applies standard techniques and tools to carry out analysis and performance monitoring activities for specified products. Supports problem resolution, resolves issues and acts on feedback and usage of in-life products. Creates product collateral and monitors results and feedback from product campaigns.

Deputises for the ADMAS Manager 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 ADMAS Manager.

### **2.4. Supervision Given**

ADMAS Support Team.

### **2.5. Contacts**

- IT Services staff, including Executive 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
<b>Education &amp; Qualifications</b>	<ul style="list-style-type: none"> <li>• A degree relevant to IS/IT.</li> <li>• Or full membership of an IS/IT professional body.</li> <li>• Or substantial experience in lieu of the above which demonstrates a professional approach to IS/IT development.</li> </ul>	<ul style="list-style-type: none"> <li>• ITIL.</li> <li>• CISM.</li> </ul>
<b>Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Understanding global / local business differentiation.</li> <li>• Knowledge of customer behaviours, needs and expectations.</li> <li>• Digital business literacy.</li> <li>• Tracking of emerging trends.</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of business organisation, politics and culture.</li> <li>• Ability to understand related industries.</li> <li>• Higher Education experience.</li> </ul>
<b>Interpersonal Skills</b>	<ul style="list-style-type: none"> <li>• Results oriented, adaptive and decisive.</li> <li>• Can resolve conflicts and problems.</li> <li>• Able to influence and negotiate at appropriate levels and also where resources may not be in direct control of this role.</li> <li>• Ability to build trust and display integrity.</li> <li>• Able to motivate others to deliver high performing teams and a high performance culture.</li> <li>• Ability to forge effective relationships in a complex matrix management environment.</li> <li>• Ability to work collaboratively and key team player.</li> <li>• Proven communication, and presentation skills.</li> <li>• Creative and innovative thinking.</li> <li>• Resolving conflicts and problems.</li> <li>• Adaptability.</li> <li>• Openness to learning.</li> <li>• Decisiveness.</li> <li>• Accountability.</li> </ul>	<ul style="list-style-type: none"> <li>• Conceptual thinking.</li> <li>• Strategic thinking.</li> <li>• Leading, inspiring and building trust.</li> </ul>

	<ul style="list-style-type: none"> <li>• Communication, listening and information gathering.</li> <li>• Creative and innovative thinking.</li> <li>• Influencing and persuading.</li> </ul>	
<b><i>Job-related Skills, Abilities &amp; Competencies</i></b>	<ul style="list-style-type: none"> <li>• Proven analytical, planning and execution skills.</li> <li>• Proven leadership and management skills with the ability to develop, communicate and inspire staff.</li> <li>• Takes accountability and has strong sense of ownership.</li> <li>• Results oriented and a commitment to a high quality customer service</li> <li>• Ability to build and maintain broad network of business relationships.</li> <li>• Knowledge of customer behaviors, needs and expectations.</li> <li>• Ability to lead a team/discipline to quickly resolve complex problems in the provision of IT services.</li> <li>• Good understanding of current and emerging technologies and how other enterprises are employing them to drive digital business support.</li> <li>• Supplier management.</li> <li>• Integrating solutions.</li> <li>• Understanding digital technologies.</li> <li>• Understanding existing systems and technology.</li> <li>• Problem solving.</li> <li>• Applications operational management.</li> <li>• Cyber-security within application technologies.</li> </ul>	<ul style="list-style-type: none"> <li>• Applying lean / startup agile methods.</li> <li>• Application development and software engineering.</li> <li>• Public cloud infrastructure.</li> <li>• Microsoft Azure.</li> <li>• Amazon Web Services.</li> </ul>
<b><i>Other Requirements</i></b>	<ul style="list-style-type: none"> <li>• A flexible approach to working hours and location, including a willingness to travel, locally, nationally or overseas, as required.</li> <li>• Requirement to work on call in order to facilitate the 24*7 support demands of a global organisation.</li> <li>• An appreciation of other cultures; the global reach of the University and its international agenda.</li> </ul>	

	<ul style="list-style-type: none"><li>• A mature, professional and self-motivated approach to tasks.</li><li>• Ability to represent IT Services in formal and informal settings.</li><li>• Able to work under pressure.</li><li>• Ability to work flexibly and extended hours by agreement to meet tight, fixed deadlines or as required by service imperatives.</li><li>• Health &amp; Safety Awareness.</li></ul>	
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