

<b>Post Title:</b>	eLearning Systems Manager
<b>Grade:</b>	8

## **Job Description**

### **2.1. Purpose**

The eLearning Systems Manager is responsible for the development, support and management of eLearning Systems products and services deployed on behalf of the University Group. They will ensure eLearning Systems products are efficient, secure, perform optimally and are aligned to business goals and objectives.

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

The post holder will have an excellent understanding of technology and technology trends within the field of eLearning Systems. They will apply this insight to enable the business to innovate through the use of technology.

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

1. Defines eLearning Systems development projects which support the University Group's objectives and plans. Selects, adopts and adapts appropriate eLearning Systems development methods, tools and techniques. Facilitates availability and optimum utilisation of eLearning Systems resources. Monitors and reports on the progress of eLearning Systems development projects. Ensures that projects are carried out in accordance with agreed architectures, standards, methods and procedures. Develops road maps to communicate future eLearning Systems development activity.
2. Manages the eLearning Systems Team to ensure that a high-performance team culture is adopted. Pro-actively works to ensure effective working relationships within the team and with those whom the team interacts with. Provides coaching / mentoring to support professional development of team and wider.
3. Takes responsibility for the design, procurement, installation, upgrading, operation, control, maintenance and effective use of eLearning Systems components and monitors their performance.
4. Oversees the technical management of the eLearning Systems function, 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.

5. Actively maintains recognised expert level knowledge in eLearning Systems and application development. Provides definitive and expert advice in these areas. Oversees the provision of specialist advice by others. Supports and promotes the development and sharing of eLearning Systems knowledge within the University Group.
6. Takes responsibility for the management of eLearning Systems suppliers to ensure KPI's and agreed targets are met. 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 re-negotiating contracts.
7. Is responsible for the management and planning of the system and/or acceptance tests, including software security testing. Manages all test processes, including test plans, resources, costs, timescales, test deliverables and traceability. Manages client relationships with respect to testing matters. Identifies process improvements, and contributes to corporate testing standards and definition of best practice.
8. Manages the full product lifecycle for eLearning Systems to ensure that the ongoing needs of customers/users continue to be met and that financial and other benefits are achieved. Acts as owner/champion for all eLearning Systems products and services.
9. Analyses market and/or user research, feedback, expert opinion and usage data to understand needs and opportunities. Prioritises eLearning Systems product requirements and owns the product backlog. Coordinates trials and eLearning Systems product launches and supports communications and training. Anticipates changes in customer/user needs; adapts eLearning Systems products, and creates product retirement and transitioning plans.
10. Ensures that appropriate action is taken to anticipate, investigate and resolve problems in eLearning Systems 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.
11. Supports monitoring of the external environment and assessment of emerging eLearning Systems technologies to evaluate the potential impacts, threats and opportunities to the University Group. Contributes to the creation of reports, technology road-mapping and the sharing of knowledge and insights.
12. 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.

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**

eLearning Systems 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
<b><i>Education &amp; Qualifications</i></b>	<ul style="list-style-type: none"> <li>Educated to degree level in a relevant discipline or substantial experience in related field in lieu of the above.</li> </ul>	<ul style="list-style-type: none"> <li>Postgraduate or professional qualification in a relevant discipline, or chartered member.</li> <li>MCSA (App Builder).</li> <li>OCM (Java EE Enterprise Architect).</li> <li>ITIL.</li> <li>CISM.</li> </ul>
<b><i>Knowledge &amp; Experience</i></b>	<ul style="list-style-type: none"> <li>Substantial experience of eLearning Systems in a large, complex organisation.</li> <li>Significant experience of leading and managing eLearning Systems teams; developing and sustaining a high performance culture.</li> <li>Leadership / Management</li> <li>Financial Management</li> </ul>	<ul style="list-style-type: none"> <li>Higher Education experience.</li> </ul>
<b><i>Job-related Skills, Abilities &amp; Competencies</i></b>	<ul style="list-style-type: none"> <li>Excellent analytical, strategic conceptual thinking, strategic planning and execution skills.</li> <li>Exceptional leadership skills with the ability to develop and communicate the eLearning Systems vision and inspire, motivate and develop 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>A distinctive blend of business, IT, financial and communication skills.</li> <li>Understanding business organisation, politics and culture.</li> <li>Ability to build and maintain broad network of business relationships.</li> <li>Knowledge of customer behaviours, needs and expectations.</li> <li>Ability to lead a team/discipline to quickly resolve complex problems in</li> </ul>	<ul style="list-style-type: none"> <li>Applying lean / startup agile methods.</li> <li>Public cloud infrastructure.</li> <li>Microsoft Azure.</li> <li>Amazon Web Services.</li> </ul>

	<p>the provision of IT services.</p> <ul style="list-style-type: none"> <li>• Good understanding of current and emerging technologies and how other enterprises are employing them to drive digital business support.</li> <li>• eLearning Systems operational management.</li> <li>• eLearning Systems development and software engineering.</li> <li>• Cyber-security within eLearning Systems technologies.</li> </ul>	
<b><i>Interpersonal Skills</i></b>	<ul style="list-style-type: none"> <li>• Able to influence and negotiate at all levels and also where resources may not be in direct control of this role.</li> <li>• Excellent communication, and presentation skills.</li> <li>• Ability to forge effective relationships in a complex matrix management environment.</li> <li>• Able to motivate others to deliver high performing teams and a high performance culture.</li> <li>• Results oriented, adaptive and decisive.</li> <li>• Ability to build trust and display integrity.</li> <li>• Ability to work collaboratively and be a key team player.</li> <li>• Creative and innovative thinking.</li> <li>• Can resolve conflicts and problems.</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>• An appreciation of other cultures; the global reach of the University Group and its international agenda.</li> <li>• Ability to work flexibly and extended hours by agreement to meet tight, fixed deadlines or as required by service imperatives.</li> </ul>	