

<b>Post Title:</b>	Technology Support - Manager
<b>Grade:</b>	8

## **Job Description**

### **2.1. Purpose**

To be responsible for, and lead a team on the development, improvement and delivery of a client-facing service of IT support to Teaching and Learning, Academic Research, University Administration and Management in alignment with Service Hours. This role has responsibilities for a support team that maintain all IT hardware, software and Audio-Visual equipment from cradle to grave across all University Sites including subsidiaries. It will provide a service partnership with different Faculties, Schools or Departments of the University to ensure forward planning and service quality.

### **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.
2. Contributes to the full range of specialist technical support provided by the team of technicians through working with the faculties, schools or Services to ensure individual requirements are understood and an effective and efficient service then provided.
3. Advise on, and contributes to, the development of delivered services and equipment in order to sustain and improve the delivery of local IT service for the university.
4. Maintains awareness of course developments, new course proposals as well as research and research proposals, then contributing to the resource planning as required by faculties' schools or services.
5. Responsible for user or customer complaints relating to the post holder's areas of responsibility ensuring the complaints process is correctly followed through to resolution
6. Manages/supervises the University's approved external contracted suppliers throughout the upgrades, installations or repairs of ICT and security equipment ensuring that all relevant University policies and conduct procedures are adhered to.

7. Provides technical advice to staff throughout the University in the full range of duties and expertise provided by the team of Support technicians.
8. Recording of details of hardware and/or software installed or removed, and ensuring that the configuration management records are updated.
9. Ensuring successful Incident, Fault and Problem Resolution in accordance with established procedures and service levels, including acting as a point of escalation out of hours.
10. Ensures safe methods and systems of working in Labs, workshops, offices, studios and teaching rooms in accordance with statutory health and safety regulations.
11. Production of regular 'management control' reports/indicators and the maintenance of records as defined by the Head of Core Technology.
12. Participates as a member of the Core Technology Services team contributing to the formulation of IT policies and strategies within ITS and the wider University. This will lead to advising Senior Management on relevant policies and procedures
13. Deputises for the Head of Core Technology Services during periods of his/her absence, attends pre- and post-absence briefings and ensures operational or support matters relating to ICT services are efficiently and effectively dealt with.

**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 Core Technology Services.

### **2.4. Supervision Given**

Technology Support Team.

### **2.5. Contacts**

- All University Users
- All University Customers (Unit Management)
- IT Services Staff and Management
- Appropriate External Bodies
- Other HE Institutions
- Contractors & Suppliers

### 3. Person Specification

ATTRIBUTES	ESSENTIAL	ADVANTAGEOUS
<b><i>Education &amp; Qualifications</i></b>	<ul style="list-style-type: none"> <li>• Qualified to degree level in a relevant discipline or alternative qualifications or substantive experience in lieu of.</li> </ul>	<ul style="list-style-type: none"> <li>• Higher degree</li> <li>• Management supervisory qualification.</li> <li>• Service Management accreditation (e.g. ITIL).</li> <li>• Microsoft Certified Qualification (e.g. MCP, MCTS).</li> </ul>
<b><i>Knowledge &amp; Experience</i></b>	<ul style="list-style-type: none"> <li>• Experience in the use of a variety of ITC equipment and software.</li> <li>• Significant experience in leadership roles, staff management and personal development.</li> <li>• Significant experience of providing technical support to computer users and customers, both software and hardware.</li> <li>• Experience in fault-finding and repair of IT equipment.</li> <li>• Experience of training staff in appropriate areas.</li> <li>• Experience in staff performance management processes</li> </ul>	<ul style="list-style-type: none"> <li>• Significant experience of the following areas:               <ul style="list-style-type: none"> <li>- microcomputers</li> <li>- computer networking</li> <li>- audio video systems</li> <li>- fault diagnosis</li> <li>- teaching environments</li> <li>- ITIL</li> </ul> </li> <li>• Experience in the use of IT in an Educational Environment</li> </ul>
<b><i>Interpersonal Skills</i></b>	<ul style="list-style-type: none"> <li>• Ability to communicate with staff at all levels.</li> <li>• Must have a constructive co-operative attitude to the job and to team work.</li> <li>• Must have constructive positive and enabling approach to students</li> <li>• Ability to manage and deploy staff effectively</li> <li>• Must be able to work under pressure and prioritise the work of others</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrable ability to translate high-level strategic aims into schemes of work for a team of individuals.</li> <li>• Ability to contribute to and influence technical strategy in a small to medium sized organisation</li> </ul>

	<ul style="list-style-type: none"> <li>• Must be able to work on own initiative whilst managing a team.</li> <li>• Must have a flexible and open approach to their work.</li> <li>• Must be able to work with students and staff at all levels and be able to impart technical knowledge effectively.</li> </ul>	
<b><i>Job-related Skills, Abilities &amp; Competencies</i></b>	<ul style="list-style-type: none"> <li>• Must be prepared to contribute to, and develop skills in. the operation of a wide range of classrooms, lecture theatres and laboratories.</li> <li>• Must have good levels of verbal and written communication with literacy and numeric skills.</li> <li>• Must have a working knowledge of computer networks and Microsoft Environments.</li> <li>• Must be prepared to contribute to and develop skills in the operation of a wide range of software.</li> <li>• Able to supervise and deploy a team effectively.</li> <li>• Computer network knowledge.</li> <li>• Must be able to work on own initiative whilst contributing as a member of a team.</li> <li>• Able to manage a varied workload. Ability to plan and manage technical resources.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of skills instruction and demonstration.</li> <li>• A knowledge of a variety of computing environments</li> <li>• Experience in Apple Environments</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> </ul>	

	<ul style="list-style-type: none"><li>• Ability to work a 16x7 shift pattern as required in order to meet the needs of the business.</li><li>• An appreciation of other cultures; the global reach of the University and its international agenda.</li><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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