Post Title: Technology Support – Team Leader
Grade: **7**

JOB DESCRIPTION

.1   **Purpose**

To be responsible for, and to lead a Team on the development, improvement and delivery of a local service of support to Teaching and Learning, Academic Research, University Administration and Management.

This role leads, and is responsible for, the management, availability and quality of this service. It will include responsibility for, maintenance, servicing, service monitoring activities as appropriate to the areas of responsibility.

This role will incorporate responsibilities of service delivery team within the Technology Support Team. It will provide a service partnership with different Faculties, Schools or Departments of the university to ensure forward planning and Service quality.

.2   **Main Duties and Responsibilities**

1.   Manages and leads the development, organisation, supervision and management of a team of technical staff providing a daily first line service to Areas of the University where ICT and Audio-Visual equipment is used, including the hardware, software and related furniture, this includes the timely tracking and ordering of service consumables required for the student facing areas.

2.   Manages the efficient operation of front-line technical support by planning, determining priorities and resolving difficulties.

3.   Manages the full range of user facing front line support provided by the team of technical assistants.

4.   Develops and monitors the service performance of the Service Delivery team and then to coach, train on, and otherwise positively influence, the service performance delivered, by ensuring that the team's skills and technical competencies are maintained to enable the work of the team to take place efficiently, effectively and professionally.

5.   Supports Business Partner for designated faculties, schools or Services to ensure individual requirements are understood and an effective and efficient service then provided.

6.   Manges awareness of course developments, new course proposals as wells research and research proposals, then contributing to the resource planning as required by faculties' schools or Services.

7.   Supports service partners on purchasing and development of all aspects of IT to successfully meet the business plan of these partners.

8.   Ensures contracts are adhered to and supervises the many sub-contractors the University employs to maintain, upgrade, install and repair ICT and security equipment.

9. Develops resource plans, including conducting recruitment interviews. Facilitates selection, assessment and on-boarding processes, and internal resource allocation.

10. Ensures technical advice is provided to staff throughout the School using the full range of duties and expertise of the team of technicians.

11. Ensures the academic, business or technical requirements are accurate to propose service delivery solutions. Consult/liaise with ITS colleagues, University stakeholders, and external consultants, suppliers or contractors to produce recommendations of this service to Senior Leadership Team.

12. Ensures the recording of details of hardware and/or software installed or removed and ensuring that the configuration management records are updated.

13. Manages successful Incident, Fault and Problem Resolution in accordance with established procedures and service levels.

14. Ensures safe methods and systems of working in Labs, workshops, offices, studios and teaching rooms in accordance with statutory health and safety regulations.

15. Participates as a member of the Technology Support team contributing to the formulation of IT policies and strategies within ITS and the wider University.

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

.3   Supervision Received

Technology Support Manager

.4   Supervision Given

Technology Support Lead Technicians

.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
Education/Qualifications	Educated to degree level in a relevant discipline with a professional qualification or substantial experience in related field in lieu of the above.	Postgraduate or professional qualification in a relevant discipline, or chartered member.
Experience (Paid and Unpaid)	Experience in the use of a Variety of ITC equipment and software. Significant experience of staff management Significant experience of providing technical support to computer users, both software and hardware. Good understanding in the use of IT. Experience in fault-finding and repair of IT equipment.	Significant experience of two of the following areas: - microcomputers - computer networking - audio video systems - fault diagnosis - teaching environments - ITIL Experience of training staff in appropriate areas. Good understanding in the use of IT in an Educational Environment
Job-related skills/Aptitudes	Proven analytical, planning and execution skills. Proven leadership and management skills with the ability to develop, communicate and inspire staff. Takes accountability and has strong sense of ownership. Results oriented and a commitment to a high-quality customer service Ability to build and maintain broad network of business relationships. Knowledge of customer behaviours, needs and expectations.	A blend of business, IT, financial and communication skills. Understanding business organisation, politics and culture. Experience of skills instruction and demonstration A knowledge of a variety of computing environments

	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. Must be prepared to contribute to, and develop skills in. the operation of a wide range of classrooms, lecture theatres and laboratories.		
Interpersonal Skills	Ability to manage and deploy staff Effectively Results oriented, adaptive and decisive. Can resolve conflicts and problems. Able to influence and negotiate at appropriate levels and 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.	Demonstrable ability to translate high-level strategic aims into schemes of work for a team of individuals Ability to contribute to and influence technical strategy in a small to medium sized organisation	

	Proven communication, and presentation skills.	
	Creative and innovative thinking.	
Other Requirements	A flexible approach to working hours and location, including a willingness to travel, locally, nationally or overseas, as required.	
	An appreciation of other cultures; the global reach of the University and its international agenda.	
	Ability to work flexibly and extended hours by agreement to meet tight, fixed deadlines or as required by service imperatives.	
	Must be flexible over all areas of work.	
	Must be able to work occasional evenings and weekends.	