JOB DESCRIPTION

JOB TITLE	Project Support Officer
DEPARTMENT	ICT

JOB NUMBER		**GRADE**	4	**DATE**	

REPORTS TO	Head of Architecture and Programmes

CONTEXT

JOB PURPOSE

The role sits within the Project Management Office and the post holder is expected to have an understanding of project management methodology and knowledge across a broad range of ICT disciplines. The role will actively contribute to the successful delivery of projects across a number of high-profile ICT services to the university community.

The post holder will be responsible for assisting the project managers in delivering new initiatives and approved change projects, involving the development and implementation of business processes to meet identified business needs, acquiring and utilising the necessary resources and skills, within agreed parameters of cost, timescales, and quality.

The role will support the Project Management Office with the provision of support and guidance on programme and project management processes, procedures, tools and techniques.

The post holder will have responsibility for supporting the team in implementing key projects.

Autonomy
Works under routine direction. Uses minor discretion in resolving problems or enquiries. Works without frequent reference to others.

Influence
Interacts with and may influence immediate colleagues. May have some external contact with customers, suppliers and partners. May have more influence in own domain.

Complexity
Performs a range of varied work activities in a variety of structured environments. Contributes to routine problem resolution.

Business Skills
Understands and uses appropriate methods, tools and applications. Demonstrates a rational and organised approach to work. Is aware of health and safety issues. Identifies and negotiates own development opportunities. Has sufficient communication skills for effective dialogue with customers, suppliers and partners. Is able to work in a team. Is able to plan, schedule and monitor own work within short time horizons. Absorbs technical information when it is presented systematically and applies it effectively.

KEY RESPONSIBILITIES

PROJECTS

Takes responsibility for the support of projects covering:

- Provide guidance on project management procedures and templates.
- Assure project plans and documentation are complete to standard and advise on appropriate action if needed.
- Produce planned and updated project and summary reports, including cost breakdowns.
- Maintain project site information with all associated project data.
- Minutes project boards, project assurance teams and quality review meetings.
- Administers project document version control.
- Gather all project related information to support the projects as directed by the Project Manager.

APPLICATION SUPPORT & SYSTEM DEVELOPMENT

For all products, services and systems within the area of responsibility:
- Receives and handles application requests, supports users, provides information & offers advice and promptly actions as appropriate, and ensures users and other interested parties are kept informed.
- Investigating issues and other application requests for support and determines appropriate actions to take.
- Supporting tasks to include making modifications to system parameters, developing work-arounds, reconfiguring systems, training users, producing additional documentation, or escalating requests to systems development staff or software suppliers.

DESIGN & DOCUMENTATION

Follows direction in the below areas:
- Identify current problems and elicit, specify and document business requirements for simple service areas with clearly-defined boundaries.
- Ensures all work is carried out and documented in accordance with required standards, methods and procedures.
- Working alone on simple systems and modifications to existing systems, or with colleagues on more complex systems.
- Executes supplied sets of simple test cases using agreed methods and standards.
- Reports test activities and results to other colleagues in a clear and concise manner.

SECURITY ADMINISTRATION

- Maintains knowledge and awareness of ICT Security policies & procedures and general data security legislation & regulations; always acting within these.
- Provides advice and handles most enquiries relating to basic information security referring to more senior staff for assistance.

PERSONAL DEVELOPMENT

Develops and maintains knowledge and awareness of the broad technical areas by:
- Reading relevant literature and attending training.
- Meeting and maintaining contact with others involved in the technical specialism and through taking an active part in appropriate professional bodies.

COMMUNICATION & PERSONAL NETWORKS

- Contributes to user groups, or specialist subject groups on topics involving the technical specialism presenting simple technical concepts in a clear, jargon free, accessible manner.
- Creates relationships with a range of stakeholders.

In addition to the above, undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post.

ADDITIONAL INFORMATION

Scope and Dimensions of the Role
The post holder will work flexibly, independently of location, in order to deliver on objectives.

Key Working Relationships/Networks	
Internal	**External**
- ICT Senior Management - ICT teams - College staff (research, academic and administrative) - Professional service staff - Student Union - Students	- Key Suppliers and Commercial Partners - Other institutions - Sector bodies (UCISA/JISC) - Relevant professional bodies - Represents the University at appropriate forums and makes a positive contribution to relevant sector/industry groups.

PERSON SPECIFICATION

JOB TITLE	Project Support Office	JOB NUMBER	

Selection Criteria	Essential (E) or Desirable (D)	Where Evidenced Application (A) Interview (I) Presentation (P) References (R)
Qualifications:		
Relevant qualifications or equivalent experience	D	A,I
Industry qualifications	D	A,I
Membership of relevant professional bodies	D	A,I
Experience:		
Proven record of delivering results within a given timescale	E	A,I
Familiar with the project development life-cycle	D	A,I
Experience of working within small projects	D	A,I
knowledge of project management methodologies, tools and techniques.	D	A,I
Planning & Monitoring tasks	D	A,I
Knowledge of the HE sector	D	A,I
Skills and Knowledge:		
Good written and verbal communication skills	E	A,I
Broad understanding of project management tools and associated tools (Microsoft office)	D	A,I
Problem analysis and solving skills	D	I
Understanding emerging technology trends	D	I
Competencies and Personal Attributes:		
Credibility and integrity	E	I,R
Positive and open in communication both verbal and written	E	I,R
Initiative and confidence	E	I,R
Collaborative, able to build working networks	E	I,R
Commitment to service quality whilst adhering to internal procedures	E	I,R

Essential Requirements are those, without which, a candidate would not be able to do the job. **Desirable Requirements** are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.