

Candidate Information

Position:	School IT Manager
School/Department:	School of Psychology
Reference:	18/107031
Closing Date:	Monday 14 January 2019
Salary:	£33,199 - £39,610 per annum (potential to progress to £43,266 per annum through sustained exceptional contribution)
Anticipated Interview Date:	Thursday 31 January or Monday 4 February 2019

JOB PURPOSE:

To lead and help deliver an effective, efficient and customer-focussed IT service to staff and students in the School of Psychology.

Currently women are under-represented in academic-related technical positions in the University and accordingly applications from women are particularly welcome.

MAJOR DUTIES:

1. Lead and help deliver an effective, efficient and customer-focussed IT service to staff and students in the School of Psychology.
2. Design and implement software projects supporting research across a range of environments and platforms, researching technologies and innovating and providing novel technical solutions to often challenging real-world problems.
3. Lead and help deliver the maintenance and development of the School IT infrastructure including servers, desktops, mobile devices, data storage, hardware and software deployment and updates, software licensing, backups, printing.
4. Lead and help deliver a fast and responsive user support service to both staff and students in the School.
5. Lead and help deliver the maintenance and development of the School's SharePoint intranet site to create a user-friendly electronic document storage and information resource for the School, to include student records, while maintaining compliance with GDPR requirements.
6. Provide IT support for the creation of robust and efficient electronic procedures for the processing of student assessments. Provide IT support as required for the development of eLearning projects.
7. Act as a source of professional advice and guidance to both staff and students, providing training of systems, equipment and/or techniques as required.
8. Carry out such administrative duties as assigned by the School Manager and/or Head of School, and assist in the implementation of School Health and Safety policies and procedures.
9. Carry out any other duties that are appropriate to the post as may be reasonably requested by the School Manager and/or the Head of School.

Planning and Organising:

1. Develop and monitor team strategies and plans linking in as appropriate with relevant Faculty and University strategies and plans.
2. Plan and manage often complex software projects either independently or as part of a wider team. This will involve working with academic colleagues to assess requirements then designing and implementing a solution within often challenging deadlines.
3. Develop appropriate work schedules for self and the team in order to meet targets and/or turnaround times.
4. Contribute to projects as part of the School's wider technical support team.
5. Present reports and results relating to the IT area to inform decision making within the School.
6. Ensure the effective maintenance of information and documentation, e.g. software projects, disaster recovery plans, maintenance schedules, backup schedules.

Resource Management Responsibilities:

1. Line manage the School's Senior Electronics and IT Technician

2. Ensure the effective management, monitoring and development of the School's IT infrastructure
3. Where required, specify and source commercial equipment and systems, following University procurement policies and ensuring best value for the School.

Internal and External Relationships:

1. Work collaboratively and proactively with other technical staff in the School to ensure an integrated, efficient and effective overall technical service.
2. Work collaboratively and proactively with academic staff on projects based on professional expertise and experience; advising, pro-actively suggesting, providing solutions.
3. Liaise with Faculty, Information Services and other University bodies as appropriate to represent the School and to ensure appropriate integration, collaboration and understanding
4. Liaise with external suppliers, consultants and other third parties as required.

ESSENTIAL CRITERIA:

1. Honours degree or higher degree (or equivalent qualification) in a relevant subject.
Relevant degree must include substantial IT component
2. Minimum of 3 years recent (within last 5 years) experience of
 - Successful (meeting specifications and on time) completion of significant programming project using initiative and independent judgement
 - Professional IT administration including software deployments, hardware support and providing professional-level IT advice and guidance in a work environment
 - Experience of networking and building relationships with a wide range of stakeholders both internal and external.
 - Experience of applying a customer orientated approach to completing tasks and objectives
3. IT literacy and up to date practical experience of relevant software packages including Microsoft Office in a working environment
4. Analytical skills and ability to analyse complex information to problem solve and/or inform decision making.
5. Ability to communicate technical and non-technical information both orally and in writing to others at all levels both internally and externally.
6. Effective presentation skills.
7. Planning and organisational capabilities with ability to manage deadlines.
8. Ability to work independently with a high level of self-motivation, whilst also working in a wider team.
9. Good interpersonal skills
10. Flexibility and ability to work irregular hours on an occasional basis as required

DESIRABLE CRITERIA:

1. 2.1 or higher honours degree with substantial IT component
2. Postgraduate qualification with $\geq 60\%$ overall mark (or equivalent) with substantial IT component
3. Experience of leading and motivating a successful IT team.
4. Experience of administering Windows Server.
5. Experience of designing user interfaces.
6. Experience of substantial data analysis work preferably using Excel, Matlab, Python and/or R.
7. Knowledge and understanding of the Higher Education sector.
8. Experience of providing training in either large or small groups.