

Candidate Information

Position:	Project Manager (Collaboration)
School/Department:	Information Services
Reference:	19/107364
Closing Date:	Wednesday 17 April 2019
Salary:	£40,792 - £50,132 per annum pro rata (potential to progress to £53,175 per annum pro rata through sustained exceptional contribution)
Anticipated Interview Date:	Tuesday 30 April 2019

JOB PURPOSE:

To be responsible to the Assistant Director (Learning and Teaching) for the planning and day to day management of the activities relating to the delivery IS Programme of Work on Collaboration in support the Information Systems Strategic Plan.

Please note that this is a part-time position, with the post-holder working 25 hours per week on a permanent basis.

MAJOR DUTIES:

1. Manage the technical development, maintenance and support of the Collaboration Programme of Work.
2. Manage the technical teams allocated to the delivery of the Collaboration Programme of work. This will include staff development, resource management and delegation of work to achieve specific objectives ensuring agreed strategies and plans are achieved.
3. Manage and co-ordinate the technical roadmap/strategy for the Collaborations Systems to meet with the business requirements and the delivery of major service change outlined in the Information Services Strategic Plan.
4. Use substantial professional knowledge and expertise to identify innovative solutions to maximise service quality, efficiency and continuity.
5. Co-ordinate the effective maintenance of information and documentation e.g. system specification, disaster recovery plans, user documentation, maintenance schedules and infrastructure topology.
6. Manage and monitor the performance of services against defined KPIs and carry out appropriate interventions to meet internal and external requirements.
7. Report to and participate in relevant University departmental committees as required by the post.
8. Contribute to the development and monitoring of Divisional and team strategies and plans. Maintain an awareness of relevant University strategies and plans.
9. Ensure professional and quality standards are maintained and applied within the area of activity.
10. Carry out any other duties which are appropriate to the post as may be reasonably requested by senior management.

Planning and Organising:

1. Plan and organise individual team and supplier activities with an appreciation of longer term goals, ensuring plans complement and feed into University Information Service Strategic Plan.
2. Project manage activities to deliver the desired outcomes of the Collaboration Programme of Work.
3. Contribute to the on-going development roadmap for Collaboration Systems within Queen's.
4. Work with colleagues in other relevant areas of the University to plan activities around the business cycle.

Resource Management Responsibilities:

1. Manage resources/budgets within the Learning and Teaching area where appropriate to ensure that maximum value is delivered for the resources deployed. The current budgets in this area of the IS Strategic Plan are £1.175m Capital and £250k over the period of the Information Services Strategic Plan.
2. Manage key suppliers on the delivery of service into Queen's.
3. Manage internal or external individuals where appropriate to deliver on specific projects or activities.

4. Contribute to overall resource and budget management for the Division.
5. Advise on the cost/benefit of new and existing technologies.

Internal and External Relationships:

1. Provide advice (on their significant area of University activity) to senior colleagues from all areas of the University, and to committees and external bodies, ensuring that broader strategic plans are coordinated with specialist requirements of the work area.
2. Represent the University externally in sector groups and in negotiations with key suppliers of collaboration technology.

ESSENTIAL CRITERIA:

1. A primary degree OR evidence of substantial relevant professional, project management experience .
2. A minimum of four years' recent proven experience in a large scale relevant computing environment, developing and supporting corporate IT business systems.
3. Significant experience of team management within a technical environment to deliver high quality IT business solutions.
4. Strong project management knowledge and skills in an IT environment with a clear understanding of procedures and methodologies e.g. Prince.
5. Wide ranging and deep knowledge of the technologies affecting the delivery of IT business systems including cloud based services, web technologies and collaboration tools.
6. Ability to communicate effectively, written and oral, with both technical and non-technical staff at all levels within the University.
7. Confidence and ability to manage personal workload and deliver effective and high quality solutions under pressure and to tight timescales.
8. Must be committed to the provision and continued development of a high quality service.
9. Proven ability to successfully manage interactions with internal business partners and third party solution providers.

DESIRABLE CRITERIA:

1. A 2.1 or higher Honours degree in Computer Science or related discipline
2. A qualification in project management eg PRINCE
3. British Computer Society (BCS) membership or equivalent.
4. Experience of setting, monitoring and implementation of key performance indicators for service delivery.
5. Experience of ITIL based processes/environment as part of service delivery.
6. Clear understanding of relevant policies and codes of practice on Cyber Security.