



## Candidate Information

<b>Position:</b>	Technical Support Manager
<b>School/Department:</b>	Information Services
<b>Reference:</b>	19/108037
<b>Closing Date:</b>	Friday 24 January 2020
<b>Salary:</b>	£41,526 to £51,034 per annum
<b>Anticipated Interview Date:</b>	12 February 2020

### **JOB PURPOSE:**

Management of the activities of the Technical Support Team in Media Services and the development of professional media support services that meet the needs of the University making best use of the resources available.

### **MAJOR DUTIES:**

1. Operational management of audio-visual technical support services and resources to support the delivery of the learning and teaching business of the University.
2. Assist in the financial management of the area and in the procurement of equipment and services necessary to operate the area.
3. Identify issues, trends and problems that will have significant University wide impact.
4. Manage existing and co-ordinate the planning, design, development and implementation of new services and systems. (Including, Teaching Room PCs, audio-visual presentation systems and video and web conferencing facilities).
5. Report to and participate in relevant university Groups/Committees.
6. Provide leadership and advice to line management for the relevant service area and overall area of expertise.
7. Manage a team of staff to implement the strategies and policies of the University. This includes recruitment, delegation, appraisal, staff development, staff wellbeing and resource management.
8. Lead and participate in collaborative projects with university departments and external service providers to provide services across the University.
9. Contribute to the development and monitoring of divisional and team strategies and plans.
10. Manage and monitor the performance of services and carry out appropriate interventions to meet internal and external requirements.
11. Keep up to date with emerging technologies and their application and best practice in the area.
12. Identify and plan for new service areas and improvements to maximise service quality, efficiency and continuity.
13. Ensure professional and quality standards are maintained and applied within the area.
14. Produce regular reports for senior management including financial reporting.
15. 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 team activity with an appreciation of longer-term issues, ensuring plans complement and feed into university strategies.
2. Project Manage activities to facilitate major service, policy and operational changes with broad university impact.

### **Resource Management Responsibilities:**

1. Manage resources and budgets within the allocated project area to ensure that maximum value is delivered for the resources deployed.
2. Advise on the cost/benefit of new and existing technologies.
3. Manage the Media services technical support team.
4. Provide specialist/professional expertise within specific areas.

**Internal and External Relationships:**

1. Represent and promote the area and the University at both internal and external meetings and events to ensure that issues are appropriately represented and acted upon.
2. Contact with other areas of the University and external service providers to develop new and improved processes and support systems and services.
3. Interact internally and externally to generate ideas and co-ordinate the development of new working practice.
4. Maintain links with professional and specialist bodies or groups.

**ESSENTIAL CRITERIA:**

1. \* A Degree or equivalent qualification.  
OR  
\* Evidence of substantial (at least 4 years) relevant professional experience in managing an audio-visual support service in a large complex organisation.
2. \* Relevant professional experience to include:
  - Designing enterprise audio-visual solutions.
  - Managing projects implementing audio-visual solutions.
  - Working with architects, contractors and suppliers to plan and deliver audio-visual solutions.
3. \* Proven track record of managing a relevant technical support team in a large, complex organisation to include:
  - Managing a professional team in a customer focussed support service.
  - Delivering technical support for professional audio-visual, video production and streaming services.
  - Managing the setup, rollout and support of PCs.
4. Excellent oral and written communication skills.
5. Ability to build professional networks and work collaboratively, engaging diverse multi-disciplinary stakeholders.
6. Excellent interpersonal skills and the ability to communicate effectively with a wide range of stakeholders.
7. Must be able to operate effectively in a busy workplace environment.
8. Must have the ability to successfully manage several projects simultaneously.
9. Must have a full valid driving license, or the ability to fulfil the mobility requirements of the post.
10. Must be prepared to work evenings and weekends when required.

**DESIRABLE CRITERIA:**

1. Degree, or Higher Degree (or equivalent) in a relevant discipline. (e.g. Education, Engineering, Science, Computing).
2. Professional Project Management qualification (e.g. Prince2).
3. Professional experience of managing projects that developed and installed audio-visual resources/solutions for teaching and learning, or training environments.
4. Proven experience of how new digital technologies can be exploited in the field of audio-visual support and provision.
5. Must have experience of writing and presenting reports to senior management.