Candidate Information

Position: Digital Learning Solution Team Lead
School/Department: Student Services and Systems
Reference: 19/108052
Closing Date: Monday 3 February 2020
Salary: £41,526 to £51,034 per annum
Duration: 12 months

JOB PURPOSE:

The core responsibility of the Team Lead is to maintain and support the Queens Digital Learning Solution (DLS) to meet the daily demands of the University, both students and staff. The role will provide support across the all Faculties, Schools and Directorates for all business support needs. The post holder will oversee and manage day to day activities, liaising closely with the head of service and providing regular status updates to management including opportunities for service improvement and efficiencies in service delivery. The role will have a direct link to the external software provider and internal partners ensuring Service Level Agreements are maintained and regularly reviewed, system upgrades are managed to limit downtime and active system monitoring is in place.

The postholder will be responsible for the delivery of the required support function to make the most effective use of the system and realise the full benefits of implementation. Looking for efficiencies and driving innovation in the team. Leading and co-ordinating user support, training, communications, testing, annual rollover activities and change management activity.

The department will be run based on ITIL principles.

MAJOR DUTIES:

1. Lead and manage DLS Support team, including objective setting, appraisals and staff development.
2. Manage the incident and change support functions for all Faculties, Schools and Directorates defining service support strategy and plans to improve service to students and staff.
3. To act as the support escalation point for all areas of the business for DLS support issues ensuring that the system meets the business requirements.
4. Providing support to business units in trouble shooting system and data issues and reaching resolution.
5. Manage the annual system roll-over activity for all Programmes, Plans and Modules ensuring the structure setup aligns with the core student system.
6. Manage any bundles, patching or system upgrades as scheduled for release by the supplier, overseeing the testing and release of new functionality into the production environment to ensure system stability.
7. Manage final release into the production environment of any enhancements and new developments that are delivered to ensure system stability.
8. Ensure delivery of service to the agreed Support SLAs and provide effective on-going support and system training for staff and students across the University.
9. Manage the maintenance and development of the Student Services website as a source of information and support for users for the DLS.
10. Working with team members, to establish arrangements and resources to support refresher training, re –training and training of new staff.
11. Working with Senior Management to determine standards, guidelines and procedures for production of systems documentation, user support and training documentation and delivery of same. Ensure that these are adhered to by team members and, in particular, ensuring that any customisations are properly documented.
12. Working closely with the Service Provider on business requirements resulting from a support call or any identified system issuess in order to ensure agreed SLAs are met.

13. Collaborate with users through the User Group and other University Working Groups or Committees, identifiying and analysing any new requirements. Keep abreast of the Digital Learning landscape and participate in any suitable external conferences or forums.
14. Manage any issues and risks with the production environment and consider their impact. Escalate issues where they cannot be resolved within the team.

Planning and Organising:
1. Plan and organise personal and team workloads on a daily, weekly and monthly basis in order to meet deadlines and manage competing priorities.
2. Co-ordinate the maintenance of system and user support documentation to ensure that it meets quality standards, guidelines and procedures.
3. Plan and organise training, support and change management activities.

Resource Management Responsibilities:
1. Responsible for managing time and workload to fulfil the duties of the post which have University wide impact.
2. Allocate resources in order to respond to planned and emerging requirements in relation to training, support and change management activity and ensure delivery of agreed objectives.
3. Prioritise importance and urgency of support issues arising and ensure they are resolved appropriately, if necessary referring to other members of the team.
4. Monitor progress according to agreed timelines/milestones, initiating remedial action as required.
5. Produce management information to monitor resource utilisation, activity and progress.
6. Apply specialist knowledge and techniques gained through broad understanding and experience relating to Digital Learning Solution and related areas.

Internal and External Relationships:
1. Regular contact with third party supplier on relevant issues.
2. Daily contact with Line Manager, work colleagues and University staff including the business areas.
3. Communicate regularly with members of the team to review progress, exchange information and ensure coherence and concurrency across all aspects of the team's work.
4. Communicate with Schools and Directorates within the University to request and provide information, support and training.
5. Lead Support team meetings to review progress.
6. Attend and contribute to Team meetings.

ESSENTIAL CRITERIA:
1. Degree or postgraduate qualification with significant IT/ Computing or Business element plus 4 years' experience as outlined below OR; Significant recent relevant experience supporting a Virtual Learning system.
2. At least 4 years' experience working with Virtual Learning or similar systems including 2 years' experience of working with Virtual Learning Solutions in a Higher Education setting.
3. Experience of designing and implementing system support processes.
4. Experience in building and leading a support function.
5. Experienced in support of cloud hosted managed service of major system for large organisation.
6. Experience in dealing with a wide range of customers and staff at all levels in an organisation.
7. Authoritative knowledge and understanding of policies, practices and procedures relevant to role.
8. Good organisation and time management skills and ability to plan and organise short term activities.
9. Ability to assign tasks to others and be responsible for ensuring work is completed to the required timescales and standards.
10. Well developed analytical problem solving skills.
11. Excellent oral and written communication skills.
12. Ability to lead and motivate others.
13. Responsive to change and adaptable to new challenges.
14. Works to exceptional levels of accuracy whilst under pressure.
15. Ability to deliver a high level of customer service.
16. Ability to handle difficult situations in a calm and diplomatic way.
17. Willingness to work beyond normal working hours when and as required.

DESIRABLE CRITERIA:

1. ITIL Qualified.
2. Experience of supporting large corporate systems in a range of functional or process areas.
3. Knowledge of business functions and processes in a HE environment.
4. Knowledge of University policies, practices and procedures.