
Job title:   Deputy Support Team Manager
School/Support Department: Computing Services
Unit:    Support Services
Line manager:   College Support Team Manager

2. Job Purpose
The post-holder assists in the management of the team, and delivers IT consultancy and specialist level advice: to the individual staff and postgraduate students of the College; to School staff responsible for local IT services and policy; and to other team members.

3. Main Responsibilities

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<td>1. Assist and advise the team manager in all aspects of the manager’s role, for example team staff management and recruitment; liaison with heads of school and college; formulation of team policies and procedures. Deputise during the manager’s absence, to ensure smooth running of the team and efficient delivery of appropriate support services.</td>
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<td>2. Provide consultancy and specialist level advice: to users; to Computing Officers and senior School staff responsible for local IT policy, in order to facilitate realisation of School computing plans; and to other team members in support of their work. Oversee project and development work carried out by other team members. Identify requirements for new facilities and services and propose solutions to those requirements.</td>
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<td>3. Provide expert IT support to users, including the diagnosis and resolution of complex technical problems.</td>
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<td>4. Develop and maintain knowledge of new and emerging computing technologies, techniques and services in anticipation of users’ changing expectations. Support, train and supervise other team members to improve their skills and ensure they provide a high quality service to users. Develop and deliver IT training courses, to help users throughout the University improve their computing skills.</td>
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4. Planning and Organising
Plans and organises own workload, and also that of other team members when managing services or overseeing projects.
Identifies changing user requirements and ensures that both local and institutional policy, and longer term goals are taken into account in proposing new solutions, services or policies.
Project-managing significant changes, for example the relocation of the Medical School to Little France, may take a year or more.

5. Problem Solving
Highly complex problems, which are commonly outwith established practice, arise in a wide range of technologies and situations and the post holder requires a very high level of ability in their analysis, diagnosis and resolution. Problems of all magnitudes must be solved using considerable experience, knowledge and initiative, working closely with other specialists is common and excellent judgement is required to select and apply the most appropriate solution.
An example of such a problem would be analysing and making possible the interaction of disparate systems in a single network. For example, a researcher setting up a protein sequencing service on a computational grid of Macintosh computers, using Mac OSX.
server’s X-Grid technology, asked for help in controlling access to their service through the
University’s EASE authentication service. This required creating a new solution based on
information gathered from multiple sources including Apple technical staff, the EUCS Unix
team, the user and online resources.

6. Decision Making
The post-holder is fully involved with the team manager in the decision-making process on
strategic matters such as project priorities, provision of appropriate support services and
staff deployment. In addition, the post-holder must decide how best to meet new
requirements and expectations. These decisions are taken independently, possibly after
discussion with colleagues, and frequently involve matters where there is no established
policy and no clear “correct” solution. Such decisions can effectively create new policy.
For example, there is a long standing requirement for connectivity between the university
computer network and that of the NHS. The postholder has been responsible for
establishing user requirements, monitoring the technical possibilities, and deciding the
testing requirements needed to meet the security concerns of both parties.

7. Key Contacts/Relationships
- Post-holder requires a very close working relationship with the team manager, in effect
  being part of the management team
- Strong working relationships are required with other team members in order to provide
  them with specialist support and direction
- Excellent relationships with School Computing Officers and other senior College staff
  with responsibility for IT policy, expenditure and services, in order to provide them with
  advice and consultancy on their responsibilities
- Effective interaction is required with individual staff and postgraduates at all levels to
  gather the information needed to enable fault analysis and resolution
- Post-holder will have strong working relationships with colleagues providing services
  throughout EUCS, MIS and Information Services, in order to influence the delivery of
  those services

8. Knowledge, Skills and Experience Needed for the Job
- More than five years of wide ranging IT support experience
- Excellent analytical skills
- Good communication, presentation and diplomatic skills, especially in dealing with senior
  staff in College and Schools
- Independent competence in a range of computer operating systems, software
  applications and hardware, with specialist expertise in one or more areas
- Thorough knowledge of current University IT policies, facilities and services
- The ability to provide authoritative consultancy and guidance
- Relevant degree or equivalent IT knowledge

9. Dimensions
The post-holder assists in the management of a team of 17 staff, which provides IT support
and services to approximately 3500 staff, postgraduate students and clinical honorary staff
in the College of Medicine and Veterinary Medicine and in the Information Services support
group.

10. Job Context and any other relevant information
The post holder is a specialist team member and consultant, able not only to resolve
independently almost all of the complex technical problems they encounter, but also to
support the work of others and to recognise new requirements and propose solutions to
those requirements. Most work relates to consultancy and services likely to affect significant
numbers of users.