University of Edinburgh

1. Job Details
Job title: Deputy Telephone & Security Systems Manager
School/Support Department: Computing Services
Unit: Telephone & Security Systems
Line manager: Telephone & Security Systems Manager

2. Job Purpose
The primary role is to ensure the smooth and efficient running of the computer systems required both by Telephone Services and Security Systems for the University. Additionally, provide direct backup and assistance to the section manager in all aspects of service delivery and to make a positive contribution to the management of the section.

3. Main Responsibilities

1. System Management – responsibility for the technical management of the central university security system. Also, take a lead in maintaining the software infrastructure required between the university telephone switch and the central security system and associated systems, for example servers, main frame, pc’s etc., in order to facilitate telephone call charging and access control data transfers.

2. Operational Management - including deployment of staff and financial issues. Supervising team members taking into account the priority in which tasks must be undertaken.

3. Fault Finding - in the event of a major fault determine whether the fault is within the local system in which case find a solution. If it is an external system fault liaise with external providers as necessary

4. Project Management - facilitate the implementation of new and revised software and hardware

5. Staff Training within the team and with Security Division personnel who actually monitor and respond to the “live” security system “activity screen”

6. User Support – provide support within the team on both hardware and software issues and to the university at large on the use of the telephone and security systems.

4. Planning and Organising
Short term planning and organisation of staff and hardware is vital to prioritise the necessary tasks required to make the service operate in the most efficient and effective way possible. Taking a lead in the long term planning of future directions is important to ensure that the systems have the capacity to provide the services required. Major upgrades will be organised months in advance, and careful planning is required to ensure that they cause minimum disruption to the services.

5. Problem Solving
Technical problems are solved by accurate assessment and empirical experimentation. This has to be balanced with rapidly providing diagnoses and solutions to restore systems or services in the event of faults. A constantly increasing knowledge of available and new technical facts is a requirement to solve problems on a daily basis.

6. Decision Making
Although liaising closely with the Telephone and Security Systems Manager, the post holder normally works with little or no supervision. Decisions often have to be made under pressure and sometimes at unsociable hours when few resources are available.

7. Key Contacts/Relationships
- External technical experts – to discuss the technical capabilities of the system or technical problems with the system
- Users in all areas of the university - in most cases this is to provide advice on the technical aspects of the systems.
- Team Members – to provide support and assistance either before their attendance to site or during site visits

8. Knowledge, Skills and Experience Needed for the Job
- An excellent understanding of the specialised software and hardware of both the Telephone and the Security Systems
- A good knowledge of other operating systems, programming languages and applications
- Proven fault finding skills
- Good communication and diplomacy
- First class team working and supervision skills
- At least five years experience of service delivery in a telecommunications environment
- “Hands-on” experience with electrical and electronic components.

9. Dimensions
The telephone network of 10000 extensions is fundamental to the day to day operation of the teaching, research and administration of the University.

The security system provides the monitoring of most of the University’s fire and intruder alarms, controls approximately 275 card access doors, and has a database of approaching 35000 cards and is thus essential to the operation of university security.

There are 14 in the section and the post holder has significant input into the management and supervision of the staff.

10. Job Context and any other relevant information
The section provides cover for the Central Security System 24 hours a day 365 days a year.

Either the Telephone and Security Systems Manager or Deputy Telephone and Security Systems Manager are always available to respond to major faults.

Due to the essential nature of the systems, it is often necessary for the post holder to work “out of hours” in order to minimise any disruption.

In order to provide the requisite cover and to provide a seamless point of contact to users and providers, in the event of section manager being unavailable the post holder must have a working knowledge of all current projects

The post holder must also have the ability and experience to cover any other post within the section