University of Edinburgh

1. Job Details

Job title: IT AND COMMUNICATIONS MANAGER
School/Support Department: ACCOMMODATION SERVICES
Unit (if applicable): IT AND COMMUNICATIONS
Line manager: ASST. DIRECTOR – SUPPORT SERVICES

2. Job Purpose

This role is responsible for the delivery and maintenance of all Accommodation Service applications, both central and local. This role is also responsible for the project management of the development and implementation of new systems to improve operational efficiency.

3. Main Responsibilities

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<thead>
<tr>
<th>Approx. % of time</th>
<th>Description</th>
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<tbody>
<tr>
<td>30%</td>
<td>Manage new system implementation projects of varying scales to ensure on time and right first time delivery to all users</td>
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<tr>
<td>20%</td>
<td>Liaise with MIS and EUCS to deliver system and operational enhancements, to meet local and corporate needs</td>
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<tr>
<td>10%</td>
<td>Raise Project Initiation Documents to enable accurate project costing and resource planning</td>
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<tr>
<td>10%</td>
<td>Maintain hardware and software records to ensure technology is both auditable and up to date</td>
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<tr>
<td>10%</td>
<td>Management of telecommunications system enhancements and costs to ensure efficient and effective service delivery</td>
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<tr>
<td>5%</td>
<td>Monitor the terms and conditions of contracts of key 3rd Party suppliers to eliminate any commercial exposure to AS</td>
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<tr>
<td>10%</td>
<td>Manage and develop IT and Communications staff in order to ensure department meets business objectives</td>
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<tr>
<td>5%</td>
<td>Develop relationships with internal and external suppliers in order to minimise the effect that disruption of services to the users of those services</td>
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4. Planning and Organising

- Plan workload of 3 direct reports to meet both AS and Central IT (MIS and EUCS) requirements
- Ensuring the correct level and experience of resource is available to deliver projects on time, including Central resources
- To co-ordinate the resource
- To review IT and Communications expenditure on a monthly basis and raise any issues
- To develop and maintain an IT and Communications Plan over a 5 year rolling timeframe
- To ensure that current systems remain technologically up to date and implement a rolling replacement programme.
5. Problem Solving
The need to meet the technological needs of managers who do not specify their requirements until ‘the eleventh hour’. This requires diplomacy, an understanding of the resource constraints and an ability to negotiate a satisfactory outcome. A variety of issues can crop up without warning, in particular relating to something that impacts on the delivery of a project, which means raising and negotiating with other key players involved in the said delivery. This will also include the communication of the progress and timescales of system availability to all staff and may also includes getting consensus on scheduled downtime for system enhancements from areas with different functional needs.

6. Decision Making
- To determine the level of expenditure required to deliver the necessary systems to service users throughout Accommodation Services and agree with ADSS
- Recruitment of staff to meet business needs in conjunction with Human Resources and Asst. Director – Support Services
- Prioritise both IT and Telecoms projects in conjunction with Director of Accommodation Services and ADSS for delivery of improved customer service levels
- Initiate any improvements, without further reference, to improve the quality of customer experience, as long as the expenditure falls within agreed spending limits

7. Key Contacts/Relationships
The key relationships are with:
- MIS Project Manager for AS with regard to project delivery and costs
- Liasing with FIS re: technical requirements of system interfaces
- EUCS Director with regard to project delivery and costs and technological advise
- AS Operational Managers to ensure business needs are met
- ADSS to ensure that knowledge of current status of any IT & Comms related work is up to date
- 3rd party suppliers to ensure they deliver excellent customer service and they deliver on time and in full

8. Knowledge, Skills and Experience Needed for the Job
- Be an experienced IT manager with minimum 5 years experience working in IT and preferably, Telecoms environment but within a commercial/operational environment.
- Should have technical understanding of delivery of IT and Communications, to enable clear communication with technical suppliers (internal & external).
- Be able to analyse the operational requirements of the business and translate them into technological specifications
- Be able to demonstrate project management skills and be used to delivering projects “on time and in full”
- Have proven record of recruiting, developing and managing staff
- Have understanding of the basics of latest version of Microsoft desktop functionality and plan rolling replacements to meet UoFE standards
- Have excellent communication, both written and verbal, skills to be able to communicate with staff at all levels of the organisation
- Demonstrate the ability to meet deadlines in a changing operational environment
- Instil in all staff the core values of customer service and right first time

9. Dimensions
- Responsible for 3 full time staff
- Indirectly responsible for temporary staff in Microlab and Switchboard, ~10 staff
- Job impacts on approx. 150 staff across Accommodation Services
- Responsible for IT and Telecoms budget = £ 600K
• Desktop management of ~ 150 users
• Responsible for ResNet service to ~5000 students

10. Job Context and any other relevant information
The key attribute for this role is the ability to, across a diverse operation, interpret the business requirements of differing functional areas and communicate their needs to technical experts and deliver an improved service within the constraints of resource and time. To do this effectively the skills of time management and negotiation would be a great asset.