1. **Job Details – JP4000**
   
   **Job title:** Student Support Team Manager  
   **School/Support Department:** Computing Services  
   **Line manager:** Support Services Manager

2. **Job Purpose**
   
   To ensure the delivery of IT support to all students of the University, of specialist IT support to disabled students and of support and services to users of the Learning and Resource Centre.

3. **Main Responsibilities**

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   1. Represent Computing Services with Teaching Organisations, TLA, teaching staff, EUSA Officers and with student services over the IT requirements of students, informing and guiding the development of EUCS services to students.  

   2. Ensure the effective delivery of specialist IT support and installation services to disabled students, liaising with the Disability Office over the specialist IT needs and support requirements of those students, in order to ensure that the University meets its obligations under the DDA.

   3. Ensure the effective, relevant and timely delivery of IT support services to users of the open access computer labs and develop online support, enabling users to make effective use of those services. Ensure the delivery of support to students in their use of personal and UoE portable computers and a wide range of applications and data services.

   4. Provide a programme of seminars and annually review and revise a wide range of student documentation, to help students improve their IT skills.

   5. Ensure the delivery of specialist IT services to the users of the Learning and Resource Centre, supporting and enabling users to make effective use of those services.

   6. Take responsibility for team staff management, recruitment, review and development and for budgetary control, including a pool of casual staff recruited annually. Ensure that appropriate and timely technical expertise is available within the team, in adequate depth, to meet the changing needs of the services.

4. **Planning and Organising**

   - Planning the programme of student training, including Freshers’ Week events
   - Planning the documentation of, and required staff retraining for, the annual revision of open access lab services
   - Planning new initiatives for the development of the support service to students, such as the delivery of remote, online support
   - Organising the availability of a year round, well found, appropriately skilled student support service, including the annual recruitment of a pool of approximately 20 student assistants

   The post holder’s planning activities are mostly carried out by delegating responsibility to an appropriate team member and then ensuring that planning is done in a timely manner.
5. Problem Solving
The post-holder has to monitor developing educational and assistive technology and services, making judgements about their relevance to service delivery to students, and resolving competing demands for service, in order to advise about future IT policy and the development of EUCS services to students.

An example of the type of problem the post holder has to solve would be that of initiating a programme of student training for the European Computer Driving Licence (ECDL), where political, motivational, pedagogic, technical, management and budgetary problems were all encountered. Briefly, some academics in the College of Science and Engineering were initially vehemently opposed to ECDL, viewing it as at too low a level, and ways of working with this opposition had to be found. A staff working group had to be selected and motivated to evaluate alternative commercial training products. Steps had to be taken to ensure that products with an adequate pedagogic approach were considered and the Centre for Teaching Learning and Assessment persuaded that the pedagogy was adequate, while at the same time technical computing staff had to be persuaded that the products could run in centrally managed computer labs. Since there would not be much long term funding to run the scheme after initial purchase a product which was easy to manage was needed, and, of course the purchase had to fit the budget and timescale originally set. The solution to these problems had to be set in the context of demands from students both directly and through EUSA for training leading to a qualification and IT literacy support for students at other UK Universities.

6. Decision Making
The post-holder makes decisions about the best solution to new IT support requirements presented by University bodies and EUSA. Decisions would normally be taken independently, possibly after advice from specialists, often do not have a clear “correct” solution, may be outwith established policy and lead to change in policy. Decisions referred to the Support Services Manager would typically relate to resources and staffing.

For example, the post holder has considerable flexibility in allocating the annual budget for casual staff set by the Support Services Manager. The post holder can prioritise the various strands of activity of the team, allocating effort from either the permanent staff complement or the casual staff in a way that generates the most effective delivered service. In this way it has sometimes been possible in the past to free up sufficient funding to initiate new services which have subsequently been included the permanent repertoire of team activities and eventually in the team remit. An example was the Statistical Computing Helpdesk for Undergraduates which was set up with a small allocation from the annual budget and staffed by postgraduate statistics tutors, yet which fills a gap in University wide student support provision where there is currently no policy on statistics support for students. This project has stimulated some discussion on whether statistical computing support should be added to the remit of Computing Services, but this has not yet been decisive. Other examples are the Windows Laptop Workshops and the Student lab Web-based Helpdesk, where to post holder was able to bring forward proposals to the Support Service Manager and where support for student laptops and on-line support have now been added to the team remit.

7. Key Contacts/Relationships
- Post-holder will have strong working relationships with Staff in Colleges, Schools, Teaching Organisations, student services and Officers of E U Students Association
- Post-holder will have strong working relationships with Computing Services senior management and with College Support Teams
- Post-holder will have very strong working relationships within the team
- 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**

- Extensive and varied experience in the provision of IT support across a broad range of activities and a variety of networked systems
- Excellent communication, presentational and diplomatic skills, especially in dealing with senior staff without specialist knowledge of IT
- Excellent staff management skills
- Thorough knowledge of UoE policy relating to the services managed
- An excellent understanding of the main application areas used by students and the ability to use that knowledge to contribute to the development of UoE applications software policy
- A very sound understanding of all the technologies used in the delivery of services to students
- Writing and teaching skills
- Relevant degree level IT knowledge

9. **Dimensions**

The post-holder manages a team of 8 staff and a pool of about 20 casual staff providing IT support to 20000 students, specialised support to 1400 disabled students and services to users of the Learning and Resource Centre.

10. **Job Context and any other relevant information**

This is a role requiring good understanding of the IT needs of UoE in supporting academic teaching and the needs of the student body, responding quickly and effectively to their rapidly changing requirements. All students are now expected to use the UoE IT infrastructure and the post-holder is a key player in ensuring that they are able to do so effectively.