1. Job Details – JP3000
Job title: College Support Team Manager
School/Support Department: Computing Services
Line manager: Support Services Manager

2. Job Purpose
To ensure the delivery of IT support and services to the staff and postgraduate students of the College of Science and Engineering and to act as the primary liaison channel between Computing Services and senior members of the College, its constituent Schools and relevant College Committees.

3. Main Responsibilities

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<th>% of time</th>
<th>Responsibilities</th>
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<td>30</td>
<td>Provide strategic IT advice, guidance and consultancy to senior members of the College and its Schools, Teaching Organisations, research and other groups, in order to facilitate realisation of College and School plans. Contribute to the functioning of the Information Services support group by bringing knowledge and experience to their working groups and committees.</td>
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<td>Represent Computing Services with senior members of the College and Schools and at any relevant committees, liaising over IT requirements such as the selection and deployment of equipment and services.</td>
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<td>Interpret the requirements and aspirations of the College and its members, in order to guide development of Computing Services policy and service-delivery; and local College and School policy.</td>
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<td>Ensure the effective, relevant and timely delivery of IT support services throughout the College and the reliable, effective use of the College’s IT infrastructure.</td>
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<td>Take responsibility for team staff management, recruitment, review and development, and for budgetary control, including any staff based in and/or funded by Schools. Ensure that appropriate and timely technical expertise is available within the team, in adequate depth, to meet the changing needs of the College.</td>
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4. Planning and Organising
Organise the availability of a year round, well found, appropriately skilled, high quality support service: ensuring the timely training of staff in required new skills and the availability of suitably skilled staff at key times. Plan the implementation of major hardware, system or service developments and changes over a timetable ranging between one and two years, timetabling these activities around teaching and research commitments.

5. Problem Solving
The post-holder has to: monitor developing technology and services and assess their relevance to the College, in order to authoritatively and pro-actively advise the College about future IT strategy and policy; identify the need for required system or service enhancements; constantly resolve the competing demands of multiple projects from multiple Schools in allocating staff and other resources, in order to satisfy user expectation; provide solutions to new requirements of the College; advise on and enable College IT plans through the annual University planning cycle.
6. Decision Making
The post-holder has to make decisions about the best solution to new IT requirements presented by, or required of, the College. Examples include advising on the optimum method of implementation of corporate IT initiatives taking account of the existing range of facilities in use, and analysing and interpreting UoE IT policy and forthcoming technological development for the College, in order to make the most effective recommendations. Decisions are normally taken independently, possibly after advice, and may involve novel combinations of disparate systems. They often do not have a clear “correct” solution, are frequently outwith established policy and may lead to change in that policy. Decisions referred to the Support Services Manager would typically relate to resources, staffing and policy boundaries.

7. Key Contacts/Relationships
- Post-holder will have excellent relationships with Senior staff in College, Schools, Teaching Organisations and other groups, in order to provide them with strategic advice and consultancy
- Post-holder will play a full part in the work of relevant College and School IT committees, representing Computing Services
- Post-holder will have strong working relationships with Computing Services senior management
- Post-holder will have very strong working relationships within the team
- Post-holder will have excellent 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, presentation, negotiating and diplomatic skills, especially in dealing with senior staff in College and Schools
- Excellent staff management skills
- Thorough knowledge of UoE IT policy, facilities and services
- Very sound understanding of all technologies underlying the UoE IT environment
- Excellent understanding of the main application areas in the College and the ability to use that knowledge to contribute to the development of UoE applications software policy
- The ability to inspire confidence and to provide authoritative guidance
- The ability to interpret the advantages and limitations of IT for the non specialist
- Relevant degree level IT knowledge

9. Dimensions
The post-holder manages a team of 10 staff providing direct IT support and delivering IT services to approximately 3500 staff and postgraduate students in the College of Science and Engineering.

10. Job Context and any other relevant information
This is a role which requires significant expertise across the whole range of rapidly changing technologies in use in UoE, together with very significant policy, consultancy and managerial responsibilities. Almost all members of UoE are now dependent upon a well found IT infrastructure and the post-holder plays a vital role in both achieving and sustaining that infrastructure.