1. Job Details
Job title: Information Tools Team Leader
School/Support Department: Computing Services
Unit: Information Tools Team
Line manager: Head of Division, Specialist Services

2. Job Purpose
To manage the delivery of specific IT technical services to all staff, students and visitors to the University, and to third parties under contract. The specific areas of responsibility are web, database, and Call Management System (CMS) services.

3. Main Responsibilities

1. Leadership, management, mentoring, staff development and support of the Information Tools team in order that the team functions effectively. 15%

2. Ensure the reliable and effective use of the University’s IT infrastructure by managing web, database, and CMS services so that those services are available, usable, and secure. 35%

3. Provide tactical and strategic IT advice, guidance and consultancy to appropriate members of the Computing Services, to Schools and Colleges, to Computing Services Support Teams and external organisations in order that they select and deploy appropriate IT services to meet tactical and strategic objectives. 20%

4. Provide expert database administration services to Edina in order that their national data services that use database technology operate reliably. 15%

5. Ensure the effective, relevant and timely delivery of new web and database services in order to meet user’s expectations and changing technologies. 6%

6. Liaise with external software companies and service providers to resolve issues involving software used for the University’s database and web infrastructure. 2%

7. Develop and maintain applications for use within and outwith the University to generate revenue for the Computing Service and to facilitate the business of our internal and external customers. 7%

4. Planning and Organising
- Plan and organise team activities taking into account service priorities, individual skills, temperament, availability, and working practices in order that services are supported, delivered effectively, and developed to suit the changing requirements of the University.
- Plan the implementation and delivery of service changes and the introduction of new services over a timescale up to 18 months.
- Plan the implementation, delivery and support of user applications.
- Support and enable Information Services IT plans through the annual planning cycle.

5. Problem Solving
- The post holder is required use their own and the team’s extensive technical experience to resolve all escalated technical issues related to web or database technologies. The only issues referred elsewhere are those associated with software limitations, which may be referred to the software supplier.

6. Decision Making
- The post holder decides overall team priorities and goals; service priorities, including when and how to upgrade or amend services; application and support requirements; training course content and delivery; personal priorities required to meet team and Computing Service objectives.
- The post-holder is required to monitor developing technology and services, making judgements about their relevance to the University, in order to advise about future IT policy and strategy.
Decisions referred to the Divisional Manager would typically relate to resources or where new policies are required.

7. Key Contacts/Relationships
- Computing Service senior management regarding strategic and overall plans.
- Team members in order to allocate and monitor their work and for their development.
- Specialists in Computing Services, Library, MALTS, MIS to advise on technical matters, relating to web and database.
- College and School Computing Officers to advise on technical matters, relating to web and database.
- Edina management and senior service providers regarding database services to support their national data services.
- Senior Academic staff to aid their development of grant applications
- Software suppliers for advice when encountering problems that are beyond local experience, and to escalate these matters should the need arise.
- External organisations to agree and provide services contractual services.

8. Knowledge, Skills and Experience Needed for the Job
- Excellent staff management skills to maintain harmony and effective working within the team.
- Extensive service delivery and management skills to ensure the smooth delivery of critical web and database services.
- Extensive practical and theoretical skills in database design, implementation and technology, including all the major products used within the University.
- A sound understanding of all the web and database technologies and services supported by the team.
- Experience in the management and delivery of projects

9. Dimensions
- Staff: Information Tools comprises 7.6 AD3/AD4 grade staff (two spending currently 60% of time on non Information Tools projects), all reporting to the post holder.
- The CMS service is used throughout the University and by 4 external organizations. It provides service to 700 users in 160 teams, and processes around 95,000 service calls per year.
- Web Services: 4 major web servers; the University Search Service. The web and database servers support around 400 web sites and 150 databases used throughout the University
- Database Services: 3 major EUCS public database services plus 6 major database services used to develop and deliver EDINA national services
- Applications: various applications used within the university plus applications used by external organisations (NHS/Charities)

10. Job Context and any other relevant information
- Maintenance and support of web and database services requires the highest level of technical skills in a very wide range of technologies.
- The post holder is the ultimate technical authority on database issues within ISG.
- Web services are high-profile services; disruptions in service are immediately noticeable, often to a wide audience and politically vociferous audience
- Maintenance of high profile web/database services requires out-of-hours service monitoring and working on occasions, often at very short notice. This not a contractual obligation for EUCS services but is for Edina national services.