University of Edinburgh

1. Job Details

Job title: Manager of Technical Resources Section/Deputy Director
School/Support Department: IS/MALTS
Line manager: Director, MALTS

2. Job Purpose

To provide vision and leadership in the development and operational management of campus wide audiovisual services. Strategic management of the Technical Resources section of MALTS in the delivery of a major university wide service including the design, procurement, installation, support and maintenance of audiovisual equipment and systems. Contribute to the strategic management of the MALTS as a member of the MALTS executive group and deputise for the Director in his/her absence.

3. Main Responsibilities

1. To provide active and professional input and advice to the Director for the strategic development of audiovisual and videoconferencing services within learning and teaching spaces and available to the conference sector. 10

2. To take full delegated responsibility for the development of policies, planning, implementation, evaluation and day-to-day management of audiovisual and videoconferencing services delivered by MALTS 25

3. To liaise with users in Colleges & Support Groups, and external users in the development of service requirements and quality of service levels. 10

4. To provide professional, high level, input to major University building and refurbishment projects in the area of learning and teaching space design and the integration of audiovisual and presentation technology within such spaces. 40

5. Assist in the strategic development of Information Services activities across The University, through participation at Information Services level in strategic committees, taskforces and ad hoc groups. 10

6. To represent MALTS at national and international organisations and forums concerned with digital teaching technologies, including design, implementation and support, and to liaise with peers in activities of such organisations 5

4. Planning and Organising

The postholder will prepare annual plans for the activities of Technical Resources within the MALTS contribution to Information Services plans, and report against progress, using agreed performance indicators. S/he will ensure effective execution of the plan, with particular attention to the financial and HR elements. The postholder will anticipate changes due to internal and external developments, scanning the horizon in the area of audiovisual services worldwide, so as to recommend appropriate action by the University. As Deputy Director, the postholder will assist in review of services and where necessary in re-organisation so as to ensure best value for money for the University, deputise with full delegated responsibility in the absence of the Director, and take full delegated responsibility for specific aspects of MALTS internal business processes (HR, equipment and space management).

5. Problem Solving

The postholder will work to balance satisfaction of users, in both scale and innovation, within current resources; negotiate with senior staff in other services for solutions to problems in the delivery of mutually-dependent services; respond creatively to changing demands, especially at short notice, by modifying deployment of staff and equipment, and resolve staff management issues within MALTS as they arise.
6. Decision Making

Executive decisions on management of Technical Services; executive decisions on deployment of funds to support teaching room AV equipment during refurbishments and new build projects; advise and guide decisions involved in design of teaching and research spaces; executive decisions on MALTS staff development programme, equipment procurement.

7. Key Contacts/Relationships

Wide range of senior staff in Support Groups and Colleges, academic and support staff involved in teaching and research across the University. Senior staff in comparable positions at universities and HE agencies, plus commercial organisations

8. Knowledge, Skills and Experience Needed for the Job

The postholder will require deep knowledge and understanding of the implementation of technology in teaching and learning in the UK and international higher education, both in the UK and worldwide, with ability to predict future trends; proven ability to manage business processes in the context of the University's chosen model, especially in the domain of staff management; proven leadership in the area of teaching technologies, and excellent skills in interpersonal relationships, negotiation, oral and written presentation, and analysis and problem-solving.

9. Dimensions

MALTS has an annual turnover of ~£0.75M, and a staff base of 26, of which the Technical Resources Section accounts for 11 staff and 50% of the recurrent budget. The Technical Resources Section's services reach almost all members of academic staff through audiovisual equipment and systems in teaching and research rooms, and the majority of undergraduate students. Its services are in use throughout the day and the great majority of days across the year. External conferences and seminars account for a substantial fraction of the activity in vacations and during evening and weekends. The total uses of AV equipment in central rooms are estimated at 50,000 per annum and specific temporary installations and loans total 3500 per annum.

The recurrent audiovisual budget managed by the Manager of TRS exceeds £250k per annum and the stock value of equipment managed in >200 locations exceeds £2.5M. MALTS contributes to the design of learning and teaching spaces and project manages the audiovisual system procurement and implementation in the majority of new build and refurbishment projects across the university. In 2005 MALTS project managed over seventy installation projects with budgets varying from £3-4K to major new build projects with equipment values of ~£200K. The total value of installation project budgets during 2005 was ~£750K.

10. Job Context and any other relevant information

This post contributes to the strategic goal of excellence in education. The development and delivery of audiovisual services including refurbishment and installation projects is mission critical to the University.