1. **Job Details**

   **Job title:** Senior Portal Coordinator 027

   **School/Support Department:** Management Information Services

   **Unit (if applicable):** Portal and Web Services, part of Customer Services Group

   **Line manager:** Portal and Web Services Manager

2. **Job Purpose**

   Provide service support, development, and planning for the University’s primary ‘MyEd’ Web Portal, and the e-Learning programme. Manage projects to deliver specific enhancements to the portal service and provide tools for learning, teaching and administration.

3. **Main Responsibilities**

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<th>Approx. % of time</th>
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<td>Management of multiple strategic portal and e-Learning projects to deliver integrated and cost effective IT applications for University-wide usage.</td>
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<td>Provide operational service and maintenance of University portal, additional university-wide systems delivered via the portal, and e-Learning systems.</td>
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<td>Provide business analysis and technical assistance to programmers and systems / business administrators, both in MIS and externally, to help deliver portal content from a range of sources.</td>
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<td>Mentoring of junior team members and providing regular training and guidance. Formulating and delivering training for staff in MIS and the wider University, disseminating knowledge and best practice on portal and e-Learning topics.</td>
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<td>Contribute to IT and business process improvement within MIS and the wider University. Liaise and negotiate within MIS, and as a member of University Steering Groups and working groups. These formulate policy in accordance with legislation, Knowledge Management Strategy (KMS) and pedagogical excellence.</td>
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<td>Expanding institutional knowledge and skills, through active involvement and representing the University at UK and worldwide technology forums.</td>
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4. **Planning and Organising**

   - Assist in planning Portal and e-Learning projects as part of MIS operations and annual planning, and in accordance with the long-term Knowledge Management Strategy.
   - Assisting with monthly service and project reports to MIS managers and quarterly reports to University steering committees and user forums.
5. Problem Solving
- Resolve resource conflicts through task / project prioritisation, acting independently or in consultation, in accordance with MIS methodology.
- Lead problem resolution for technical / IT infrastructure issues, often spanning various areas of the University, using escalation procedures and in collaboration with MIS and University technical experts, and business area managers.
- Resolve problems integrating new and legacy IT systems that include technical complexity that often require legislative conformity e.g. Disability Discrimination, Data Protection and Freedom of Information.

6. Decision Making
- Propose the most appropriate options for the direction of the University’s central portal, for ratification at quarterly steering committee meetings that include the Corporate Services Director and Vice Principal for Knowledge Management.
- Decide on project / resource conflicts within service / project areas and assess project impact.
- Contribute to committee and project decision making, deputising for the Portal and Web Services Manager as required, and participating in recruitment selection panels for MIS.

7. Key Contacts/Relationships
- Regular contact with non-MIS administrative colleagues, up to directorial level, to formulate service integration plans for the portal.
- Regular contact with non-MIS IT service managers in order to coordinate integrated technologies and services.
- Regular contact with professional external bodies, including hosting conferences e.g. the Java Architectures Special Interest Group, and the Scottish Usability Professionals Association, in order to enhance University knowledge and public profile.

8. Knowledge, Skills and Experience Needed for the Job
- At least three years proven success in IT service management and customer relations with excellent organisational and planning skills.
- A proven track record in successful project management, demonstrating ability with methodology and project tools, alongside the drive necessary to deliver high profile IT systems.
- Excellent people management skills with proven experience and aptitude for negotiation, and mentoring junior team members.
- Proven experience of portal and / or web technologies and standards.
- Excellent verbal and written communication skills with an ability to coordinate and deliver presentations and reports to senior managers and large audiences, both technical and non-technical.

9. Dimensions
- Responsibility for multiple projects each of which may constitute up to £100K investments, with expected benefits in excess of £300K over five years.
- Coordination up to 8 colleagues / partners during specific stages of the project lifecycle.
- Responsibility for portal service delivery to the whole University with a current but growing community over 30,000 registered users generating in excess of 500,000 portal visits monthly.
- The portal service is classed (in disaster recovery terms) as a priority 1 service and is priority no. 8 on the University KMS (2005/8). It is the sole advertised route of access to key corporate services including the University’s central Virtual Learning Environment (VLE) and student record.

10. Job Context and any other relevant information
N/A