1. Job Details
Job title: Team Leader
School/Support Department: Computing Services
Unit (if applicable): Network Team
Line manager:

2. Job Purpose
Team Leader for the Network team with responsibility for the operation, development and
maintenance of the University, College/School, e-Research and Regional networks which
support many of the University’s critical business, teaching and research processes and
also for managing the section responsible for the Videoconferencing Service to teaching and
administration for the Higher and Further Education sector and United Kingdom Schools.

3. Main Responsibilities

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<th>Approx. % of time</th>
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<td><strong>1.</strong> Responsible for ensuring the correct day to day operation of the Networking infrastructure supporting all students and staff to enable them to communicate, store data, print and run applications software as required</td>
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<td><strong>2.</strong> Responsible for ensuring the effective, relevant and timely delivery of IT multimedia and videoconferencing services for the Higher and Further Education sector and United Kingdom Schools under contract to UKERNA, the UK Education and Research Networking Association</td>
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<td><strong>3.</strong> Manage the human, financial and physical resources of the network team and propose budgets and expenditure; facilitate the development of staff competencies and skills</td>
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<td><strong>4.</strong> Liaison with peer groups in Management Information Services and the rest of Information Services to ensure that the underlying infrastructure supports their services to a high standard.</td>
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<td><strong>5.</strong> Provide Videoconferencing consultancy to the University and to the Academic community covering all aspects of videoconferencing such as network connectivity, equipment and security to ensure quality connectivity to the National Videoconferencing Service and generate external income to the University</td>
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4. Planning and Organising
Reacting as required to major issues relating to and planning the introduction of new facilities in support of the day to day delivery of the Network Service to the University and of the Videoconferencing Service in line with the Service Level Definitions for those services. This involves close liaison with the Network Development team for new facilities, and the Network team for all aspects of the operation of those services.
In consultation with UKERNA, planning the future development of the Videoconferencing Service and implementing operations changes in reaction to customer feedback.
Supporting and enabling Information Services IT plans through the annual University planning cycle

5. Problem Solving
The post holder has to bring together all aspects of the operation of the Network service from the design and implementation phase to the day to day operation covering the distinct different groups within the network team- the installations, commissioning (making live) and fault finding, operations and software support groups. The more important day to day
problems, e.g. complete failure of a service, will be escalated to the post-holder where their extensive technical experience will be brought to bear.

6. Decision Making
The post-holder has to make decisions about the best solution to new IT requirements presented by the University and from new technical developments. Decisions would normally be taken independently, possibly after advice from specialists, often do not have a clear “correct” solution and will frequently be outwith policy, leading to change in policy. Decisions referred to the Divisional Manager would typically relate to resources and staffing, or where new policies are required.

7. Key Contacts/Relationships
The major daily contacts are IT practitioners within Information Services, especially the Network Development Team, Colleges, Schools and MIS to plan future services. There is frequent contact with external bodies, e.g. UKERNA, with whom we have a contract, to monitor service agreements, and IT equipment suppliers to keep informed about future plans.

8. Knowledge, Skills and Experience Needed for the Job
The job is highly technical in nature normally requiring graduate level education, in conjunction with a minimum of seven years experience in hands-on networking. Excellent communication, presentational and diplomatic skills, especially in dealing with senior staff without specialist knowledge of IT and with external organisations for whom services are being provided. Excellent staff management skills and a thorough knowledge of UoE IT policy, facilities and services.

9. Dimensions
Managing a team of 14 staff providing a number of specific technical services for the entire University population. The network has some 37,500 outlets and the Regional network supports some 20 Institutions. The budgets are considerable, of the order of £400K per year. External service contracts cover the entire UK Academic Community (including schools) in the case of the Videoconferencing Service and carry a considerable responsibility in terms of the University’s reputation for providing good services.

10. Job Context and any other relevant information
This is a role which requires significant expertise in a specific area of rapidly changing technology, along with a detailed awareness of the systems being implemented in other parts of the University, as there are no longer isolated islands of IT. The technical expertise is linked to very significant policy and consultancy responsibilities. Almost all members of the University are now dependent upon a well found IT infrastructure and the post-holder is a key player in achieving and sustaining that position.