UNIVERSITY OF BATH

Job Description

Job title:	IT Support Manager
Department/School:	Computing Services (BUCS)
Grade:	7
Location:	University of Bath

Job purpose

The IT Support Manager will be responsible for the day-to-day delivery of an IT Support Service to University Faculties, Schools and Departments. Monitoring and reporting on service requirements, they will assist in developing the IT Support Service, whilst nurturing positive relationships with the customer-base and staff within the Computing Services Department.

The post-holder will provide professional leadership and operational management to the team, taking responsibility for the management and development of the team, implementing service standards and developing common systems and processes based on industry best practice. They will ensure that the IT Support Service is efficient, effective and can adapt to changing circumstances.

Source and nature of management provided

Service Manager (*Section*).

Staff management responsibility

Line management and recruitment of IT Supporters and/or Technicians.

The post-holder will be expected to implement and work within the University's Policies, Procedures and Guidelines.

Special conditions

Core University business hours are 9.00 am – 5.20 pm Monday to Thursday and 9.00 am – 5.10 pm Friday.

The post-holder may occasionally be required to undertake duties outside of core hours including evenings or weekends where the business need arises.

The post-holder will ensure full compliance with all Data Protection laws and any relevant University policies and guidelines.

	Main duties and responsibilities
1	Ensure that incidents and requests are handled according to agreed procedures and ensure that documentation of the supported components is available and in an appropriate form for those providing support.
2	Ensure that appropriate action is taken to anticipate, investigate and resolve problems in systems and services ensuring that such problems are fully documented within relevant system(s). Coordinate the implementation of agreed remedies and preventative measures and analyse patterns and trends.
3	Develop implementation plans for dealing with complex requests for change or for the introduction of new services, evaluating risks to integrity of infrastructure inherent in proposed implementations and review the effectiveness of change implementation.
4	Line-manage all members of the team, to develop their skills both individually and as a team so that they can provide the best service to University including the induction, appraisal/SPDR and performance management of team members and the management of sickness/absence and conduct etc.
5	Lead, manage and direct the team to support all aspects of the IT Support Service, taking operational responsibility for the team, including where day-to-day management has been delegated.
6	Analyse business processes identifying alternative solutions and recommending new approaches. Help establish requirements for the implementation of changes in business processes.
7	Take responsibility for the definition, documentation and satisfactory completion of medium-scale projects identifying, assessing and managing risks to the success of the project. Ensure that realistic project and quality plans are prepared and maintained and provide regular and accurate reports to stakeholders as appropriate.
8	Promote models for through-life costing of IT assets and services. Work with managers to develop IS/IT budgets and identify bulk purchasing opportunities whilst adhering to University financial rules and regulations.
9	Communicate effectively acting as a key liaison with customers, team members and colleagues across the University.
10	Design and create structured documentation that deals with complex information and manage the configuration of documentation items and files, within own area of responsibility.
11	Take responsibility for own workload and keep others informed, highlighting potential problems and suggesting solutions to ensure continuity of service delivery.
12	Promote and assist in the implementation of strategies, policies and procedures that seek to guide and shape the IT Support Service delivered by BUCS.
13	Maintain an in-depth knowledge of specific technical specialisms, and provide

	expert advice regarding their application.
14	Under the guidance of the IT Security Manager, conduct security risk and vulnerability assessments for defined business applications or IT installations in defined areas, and provide advice and guidance on the application and operation of elementary physical, procedural and technical security controls.

In addition to University provided training and development, you will undertake sufficient personal and professional development as required, ensuring skills and knowledge are up to date so that the role is performed to the required level.

You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager.

Some occasional travelling may be required, for example to user groups or conferences.

Person Specification

Criteria: Qualifications and Training	Essential	Desirable
Educated to degree level or equivalent qualification or experience in a related field	✓	
ITIL (Version 3 or later) Foundation Level Qualification	✓	
Professional project management qualification (e.g. PRINCE2 foundation or equivalent)		✓
ILM (Level 3) Qualification or equivalent leadership and management experience		✓

Criteria: Knowledge and Experience	Essential	Desirable
Experience of providing IT or AV support (1st & 2nd tier) and the processes associated with it, ideally in an academic environment	✓	
Knowledge of computer hardware including servers, desktop PCs, laptops and mobile devices	✓	
Experience of installing, using and administering one or more computer operating systems such as Microsoft Windows, Mac OS and Linux	✓	
Experience of managing computers and file permissions using Active Directory and Group Policy		✓
Experience of using an IT Service Management system to manage, allocate and monitor support tasks		✓
Proven experience of supervising or managing and developing an effective team in a complex environment	✓	

Criteria: Skills and Aptitudes	Essential	Desirable
Technical competence and proven troubleshooting skills	✓	
Excellent organisational skills	✓	
Excellent interpersonal and communication skills	✓	

Ability to troubleshoot a multitude of hardware and software problems and to learn / adapt to new technologies	✓	
Ability to work with HE staff at all levels	✓	
Ability to assimilate new support tasks, while retaining and developing established ones	✓	
Ability to adapt communication style to suit the audience	✓	
Ability to work within a changing business and technical environment	✓	
Ability to deal with confidential and sensitive information with tact and discretion	✓	

Effective Behaviours Framework

The University has identified a set of effective behaviours which we value and have found to be consistent with high performance across the organisation. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited these behaviours previously.

Managing self and personal skills:
Willing and able to assess and apply own skills, abilities and experience. Being aware of own behaviour and how it impacts on others.

Delivering excellent service:
Providing the best quality service to all students and staff and to external customers e.g. clients, suppliers. Building genuine and open long-term relationships in order to drive up service standards.

Finding innovative solutions:
Taking a holistic view and working enthusiastically and with creativity to analyse problems and develop innovative and workable solutions. Identifying opportunities for innovation.

Embracing change:
Adjusting to unfamiliar situations, demands and changing roles. Seeing change as an opportunity and being receptive to new ideas.

Using resources:
Making effective use of available resources including people, information, networks and budgets. Being aware of the financial and commercial aspects of the University.

Engaging with the big picture:
Seeing the work that you do in the context of the bigger picture e.g. in the context of what the University/other departments are striving to achieve and taking a long-term view. Communicating vision clearly and enthusiastically to inspire and motivate others.

Developing self and others:
Showing commitment to own development and supporting and encouraging others to develop their knowledge, skills and behaviours to enable them to reach their full potential for the wider benefit of the University.

Working with people:
Working co-operatively with others in order to achieve objectives. Demonstrating a commitment to diversity and applying a wider range of interpersonal skills.

Achieving results:
Planning and organising workloads to ensure that deadlines are met within resource constraints. Consistently meeting objectives and success criteria.