

IT Student Systems Manager

| | | | |
|---|---|-------------------------|---|
| School / Department: | IT and Digital Service | Grade: | Grade H: £52,462 - £60,842 p/a |
| New appointees to Birmingham City University will ordinarily be appointed at the entry point of the appropriate grade | | | |
| Responsible to: | Assistant Director, IT – Cost and Quality | Responsible for: | Senior Student Systems Developer x2 Student Systems Developer x2 IT Student Systems Tester x2 |

Job Purpose

The IT and Digital Service is one of the University's Professional Services, whose remit is to provide the information technology systems and services for students and staff. The IT and Digital Service is organised around five core functions:

- Enterprise Architecture – defines and manages the technical systems architecture of the University, oversees exceptions from specific customers and explores the art of the possible with emerging technology.
- Customer Service – customer centric function which ensures delivery against agreed service levels; defines and delivers service improvement initiatives for students and staff.
- Technical Delivery and Information Security – builds, maintains and supports the technical services managed by the IT and Digital Service; manages the information security risk of the university.
- Portfolio Management – defines and executes the rolling project portfolio to meet the defined strategic and tactical aims.
- Cost and Quality – financial (resource), risk and quality management of IT and Digital Services.

The IT Student Systems Manager will lead and manage the IT Student Systems Development team and will be responsible for the IT service ownership including the development, enhancement, optimisation and maintenance of student systems.

The postholder will oversee the integration between these systems and other external systems ensuring that the systems meet the requirements of the University whilst continuing to evolve and improve to meet emerging needs and opportunities and deliver efficient business processes aligned to the Universities strategic direction.

The team will be responsible for the analysis, development and testing of solutions to a high standard and quality to provide performant student systems that are reliable, agile and maintainable.

Main Activities and Responsibilities

1. Take responsibility for the management, leadership and development of the IT Student Systems team to ensure that staff are effectively and flexibly deployed to deliver consistently high standards of support and customer service.
2. Lead on the liaison and coordination with student systems business owners and stakeholders across the University to ensure alignment with business prioritisation, strategic direction and compliance considerations.

3. Maintain an awareness of strategic priorities and make recommendations for improvements to systems in response to changing business requirements and the availability of new systems functionality.
4. Take responsibility for adherence to ITIL best practise which includes incident, problem and change management.
5. Take responsibility as IT Service Owner for all student systems including liaising with staff in IT in relation to technical designs/architecture, integrity, systems integration, system performance, availability, resilience, recovery and data archiving.
6. Ensure all staff and student access (including account lifecycle governance) to student systems is appropriate and is compliant with information security requirements.
7. Take responsibility for pro-active student systems monitoring to ensure the services are fully operational, errors are resolved and performance is optimised.
8. Take responsibility for ensuring requests for student systems developments are evaluated, analysed and documented, to agreed standards. Present the proposals for formal approval and prioritisation following appropriate governance.
9. Take responsibility for leading on the development of student systems functionality, enhancement, and customisation aligned to strategic and operational plans and prioritisation, to agreed coding and design standards.
10. Ensure all development work is completed in accordance with agreed project management methodologies, delivering the required outcomes to a high standard and quality on time and within budget.
11. Take responsibility for planning, scheduling and testing student systems enhancements, upgrades, new releases and coordinating the refresh of data in non-production environments, when required.
12. Take responsibility for the development and documentation of test plans and results to ensure all development meets data quality, validation and business requirements. Liaise with stakeholders to ensure user acceptance testing is successfully completed prior to new services or functionality transitioning to a production environment.
13. Take responsibility for creating, reviewing and maintaining student systems documentation using standardised templates.
14. Liaise with the IT Training and Communication Manager in relation to the development of training resources, design and delivery of the training programme for student systems to staff across the University aligned with the academic calendar, staff training needs analysis and external returns.
15. Liaise with the IT Training and Communication Manager in relation to the development of communication plans to stakeholders for example, system availability for upgrades and the implementation of changes to functionality.
16. Take responsibility for all IT related requests and escalation with student systems suppliers.
17. Represent IT student systems service ownership in relation to contract delivery, issues requiring escalation and product roadmaps at service review meetings with student system suppliers.

Person Specification

Essential Criteria

**Application Form /
Support Statement /
Interview**

| | |
|---|--|
| <ul style="list-style-type: none"> • Educated to first degree level or holds a relevant professional qualification | Application Form / Support Statement |
| <ul style="list-style-type: none"> • Extensive experience in the use and development of corporate student systems | Application Form / Support Statement / Interview |
| <ul style="list-style-type: none"> • Experience of the management of student systems including technical environments, version management and system monitoring | Application Form / Support Statement / Interview |
| <ul style="list-style-type: none"> • Knowledge and experience of technical skills such as SQL, HTML, CSS and JavaScript | Application Form / Support Statement / Interview |
| <ul style="list-style-type: none"> • A good understanding of ITIL (Information Technology Infrastructure Library) best practices for managing IT services | Interview |
| <ul style="list-style-type: none"> • Ability to complete thorough analysis to gather and document business requirements | Interview |
| <ul style="list-style-type: none"> • Excellent team working and leadership skills with the ability to work collaboratively and co-operatively with colleagues | Interview |
| <ul style="list-style-type: none"> • Ability to manage, motivate and develop staff individually and in teams | Interview |
| <ul style="list-style-type: none"> • Ability to successfully manage relationships with a wide range of contacts both internal and external to the University | Interview |
| <ul style="list-style-type: none"> • Excellent communication skills with the ability to negotiate, enthuse, persuade and influence | Interview |
| <ul style="list-style-type: none"> • Excellent organisational skills and the ability to produce effective operational work plans and manage team performance against these plans | Interview |
| <ul style="list-style-type: none"> • Experience of using project management methodologies and successfully delivering projects to schedule, quality and budget | Application Form / Support Statement / Interview |
| <ul style="list-style-type: none"> • Ability to instigate new and innovative approaches and facilitate team problem solving | Interview |
| <ul style="list-style-type: none"> • A good knowledge and understanding of current issues in Higher Education | Interview |
| <ul style="list-style-type: none"> • A good understanding of information governance | Interview |
| <ul style="list-style-type: none"> • A good understanding of university processes and regulations and ensure both value for money and customer experience are considered during all activities | Interview |

- Application Form – assessed against the application form. Normally used to evaluate factual evidence e.g. award of a qualification. Will be assessed as part of the shortlisting process.
- Interview – assessed during the interview process by either competency-based interview questions, tests, work-related exercise, presentation and discussion, or teaching session etc.