

## Job Description

Please complete all accessible boxes and refer to the guidance on writing Job Descriptions |

Position Details		
Faculty/Professional Support Service	Information Systems and Digital Services	
School/Department	Learning & Research Technologies	
Division/Section/Unit	Development	
Job Title	Systems Manager/ Lead Analyst-Developer (Technical) DB	
Vacancy No	Recruitment	
Grade	9	
Hours of Work	37 Hours per week	
Contract Duration	Fixed-term	
Reports To (Job Title)	Assistant Head (Development)	
Responsible For (Job Title)	Senior Application Development Officers	

Principal Accountabilities
<p>To lead on the introduction, development and enhancement of a range of critical academic systems that meet the needs of customers throughout the University.</p> <p>To provide specialist expertise, technical and cultural leadership and mentoring to those developing and running academic systems.</p> <p>To set and monitor compliance with standards and procedures for ensuring high-quality service provision, software development and systems enhancement.  </p>

Key Tasks
<p>Leadership and Management</p> <p>To be responsible for coordinating, mentoring and project managing in a high-performing team environment to ensure that staff in your area of responsibility deliver the academic systems experience required to support the University.</p>

To monitor, review and advise on service levels provided and request further resource requirements if necessary.

To monitor the workload and wellbeing of staff in your area, escalating issues where appropriate.

Participate in the recruitment and selection of new staff, as required, and act as a mentor for new staff, offering appropriate advice, guidance and induction on the skills, processes, systems and activities that are specific to the department.

To create and maintain training materials and provide one-to-one and group training programmes in the operation, development, testing or maintenance of academic systems as required.

### Service Delivery

To provide solution design, project co-ordination and leadership for major information systems projects, partnering with users and drawing on your specialist expertise in one or more of the following areas:

- configuring, testing, supporting, managing and upgrading complex academic systems, including ensuring that suitable business continuity arrangements are in place

- analysing and designing workflows, processes, reports and interfaces for complex systems, engaging in rapid prototyping and producing requirements documents and project briefs as appropriate

- designing, developing, testing, deploying and maintaining complex software in an enterprise environment, including leading on the appropriate adoption of frameworks and architecture to enhance security and productivity

It is anticipated that you will take responsibility for one of the above areas, but maintain a high-level understanding of all three, in order to reduce risk and share technical expertise across the department.

### Service Development

To maintain a good understanding of the major applications and technology platforms used within the University and how they can be developed to provide effective solutions that meet business needs.

To develop a thorough knowledge of University business intelligence and processes relating to learning, teaching, assessment, research and student administration. Gather and use a range of appropriate data to analyse and influence high-risk decision-making by recommending service and process enhancements.

To resolve problems with innovation when there is a lack of precedent and anticipate issues taking into account strategic implications for the institution

To advise and contribute to the decision making of others which will affect the whole institution, and will impact on policy and operations across other Departments.

To set and monitor compliance with standards that ensure cost-effective provision of resilient, responsive, high-quality academic systems.

To ensure that documentation is maintained on the configuration of academic systems; writing and updating documentation, or delegating responsibility to the team, as appropriate.

To support your line manager in ensuring that academic systems co-evolve with the practices they are intended to support, providing advice, estimates, project plans, risk assessments and progress updates on the academic systems component of enhancement activities as required.

To promote a culture of professionalism, customer service, innovation and technical excellence to the University in order to ensure trust is maintained in the systems and the department.

#### Liason and Networking

To act in an advisory/consultancy capacity to members of other departments as required, on matters relating to the technical aspects of academic systems operation and development.

Build relationships with key stakeholders in the University to ensure the smooth integration of new systems and processes.

To proactively develop and build relationships with external suppliers as required to ensure that projects and services are delivered as expected and value-for-money is provided.

To challenge providers, where necessary on future approaches, to ensure that the University is investing in appropriate technologies.

Attend appropriate conferences and forums and events to develop networks with other institutions and providers.

To represent the department as required on project steering groups, process review meetings, and external meetings/forums of other institutions and/or suppliers.

Maintain professionally up to date by proactively seeking out new initiatives and sharing information through appropriate means with colleagues and the team.]

## Special Features

[You will be expected to provide occasional evening and weekend cover for both scheduled and emergency tasks as part of an agreed scheme.]

## Miscellaneous

[You will ensure that appropriate management systems and procedures are in place to meet your health and safety duties and responsibilities contained within the University's health and safety policy. In particular you will ensure that appropriate risk assessments are carried out in respect of significant hazards and that safety inspections are undertaken on at least an annual cycle in each workplace under your control.

You are responsible for applying the University's Equal Opportunities Policy in your own area of responsibility and in your general conduct.

You have a responsibility to promote high levels of customer care within your own areas of work.

You are expected to co-operate with the PDR process, engaging in the setting of objectives in order to assist in the monitoring of performance and the development of the individual.

You will assess the training and development needs of each member of staff in your team to ensure they are adequately supported in relation to their work responsibilities.

Such other relevant duties commensurate with the grade of the post as may be assigned by the Manager in agreement with you. Such agreement should not be unreasonably withheld.

You may be required to undertake a specific Health & Safety role, commensurate with your grade, to support the University in meeting its statutory Health & Safety obligations. This could include acting as a DSE Assessor, First Aider, Fire Marshall or Departmental Safety Co-ordinator. The allocation of such roles will be subject to the provision of appropriate training and assessment of competence.

You may, with reasonable notice, be required to work at any of the Manchester Metropolitan University sites.

You are responsible for assessing and managing risk for all elements of work within your own area/team and for ensuring effective risk management processes are in place.

You have the responsibility to engage with the University's commitment to Environmental Sustainability in order to reduce its waste, energy consumption and carbon footprint.

You have the responsibility to engage with the University's commitment to delivering value for money services that optimise the use of resources and therefore should consider this when undertaking all duties and aspects of your role.

## Review

This is a description of the job at the time of issue. It is the University's practice periodically to review and update job descriptions to ensure that they accurately reflect the current nature of the job and requirements of the University and to incorporate reasonable changes where required, in consultation with the job holder.

## Person Specification

In order to be shortlisted you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications that meet all of the essential criteria, we will then use the desirable criteria to produce the shortlist.



All disabled candidates who meet the minimum essential criteria will be included on the shortlist.

## Selection Criteria

Attributes		Item	Relevant Criteria	Rank
1	Skills & Abilities	1.1	Excellent written and oral communication skills with the ability to exchange complex concepts in a manner appropriate to different audiences.	E
		1.2	Ability to document technical system configurations in a way that they can be understood and maintained by others	E
		1.3	Ability to analyse complex situations, explore, evaluate and recommend potential solutions, using data to influence high risk decision making	E
		1.4	Ability to develop best-practice guidelines and mentor others in regards to: <ul style="list-style-type: none"> <li>new technologies</li> <li>business processes</li> <li>running, developing, testing and upgrading systems</li> </ul>	E
		1.5	Ability to lead the development, testing or configuration of complex software to meet organisational needs and comply with best practice	E
		1.6	Ability to carry out comprehensive stakeholder management and work collaboratively with stakeholders	E

			to lead and deliver projects, balancing competing demands and managing expectations and resources, bearing in mind the needs of the customer and strategic priorities	
2	General & Specialist Knowledge	2.1	<p>Up to date knowledge of:</p> <ul style="list-style-type: none"> <li>• A University's academic cycle, key business processes and statutory obligations.</li> <li>• Current and emerging trends in business analysis, project management and IT</li> <li>• Systems analysis, development, configuration, integration and software testing and quality assurance</li> </ul>	E
		2.2	<p>Knowledge of software and technologies typically used by Universities such as:</p> <ul style="list-style-type: none"> <li>• Business Intelligence</li> <li>• Student &amp; Curriculum Systems</li> <li>• CRM Systems</li> <li>• VLE / Technology-Enhanced Learning Systems</li> <li>• Research Systems</li> <li>• Integration &amp; Web Services</li> <li>• Web Application Development</li> </ul>	E
		2.3	<p>Specialist knowledge of at least two of the following:</p> <ul style="list-style-type: none"> <li>• configuring, testing, supporting, managing and upgrading complex academic systems with a particular focus on business continuity</li> <li>• approaches for analysing and capturing stakeholder requirements for workflows, processes, interfaces and reports</li> <li>• software development languages, architectures and frameworks, with a particular focus on usability, security and productivity</li> </ul>	E

			<ul style="list-style-type: none"><li>agile software development, testing, build and release practices</li></ul>	
3	Education & Training	3.1	Degree or equivalent qualification in related subject area	E
		3.2	Evidence of commitment to continual professional updating	E
		3.3	Accredited member of a relevant professional body	D
4	Relevant Experience	4.1	Experience of personally acting in a coordinating role for the delivery of at least two major system rollouts, upgrades or enhancements	E
		4.2	Experience of working in project teams and providing technical leadership and mentoring to other skilled IT professionals engaged in the development and delivery of critical systems	E
		4.3	Fully experienced in at least two of the following technical processes: <ul style="list-style-type: none"><li>Configuring, running, upgrading, and supporting major, complex systems</li><li>Requirements elicitation and documentation for major, complex systems</li><li>Leading software development in Microsoft, Java or LAMP environments</li><li>Establishing agile testing practices</li></ul>	E
		4.4	Experience of writing and presenting proposals	D
5	Special Requirements	5.1	Able to work outside normal hours (evenings and weekends) as may be occasionally required.	E
Date of Revision		May 2016		
Key		Identification Method	A	Application Form
			I	Interview
			T	Test
			C	Copy of Certificates

		<b>P</b>	Presentation
		<b>G</b>	Group Assessment
	<b>Rank</b>	<b>E</b>	Essential
		<b>D</b>	Desirable