

IT Service Delivery Lead



ROLE DESCRIPTION

GRADE

Grade 5

LOCATION

Craiglockhart Campus,
Edinburgh

LINE MANAGER

Corporate System Team
Manager

ROLE SUMMARY

The primary purpose of Information Services application team is to design, implement, enhance, and maintain business and academic IT systems to support the University's strategic and operational goals; to support staff, students, and stakeholders to engage with IT systems; to support cross Information Services (IS) engagement in service improvement, incident resolution and provide the link between systems teams and frontline staff.

The role holder will have demonstrable experience in implementing new business processes; supporting, configuring, and enhancing Systems/Enterprise Applications along with the skills to build and enhance relationships with key stakeholders, ideally with Corporate Systems experience.

Proactively supporting IS teams, the role holder will ensure the effective and reliable delivery of interconnected services across the service catalogue and will be required to liaise directly with University system managers, working collaboratively, to improve systems and services for the University, students, and customers.

LINE MANAGEMENT RESPONSIBILITY FOR:

This role does not have any line management responsibilities currently

MAIN DUTIES AND RESPONSIBILITIES

- As part of the team, support, develop, integrate, and enhance the University's Corporate Systems portfolio, including, but not limited to, Agresso (ERP Finance), WPM (Online Payments), iTrent (HR, Payroll, recruitment), Planon (IWMS), Trend (BMS), Kinetic Solutions (Accommodation MS), XN Leisure (Sports MS)...
- Participate in IS service development projects.
- Liaise with staff at all levels across the University, providing pro-active technical, customer focussed support/resolutions.
- Build relationships and work proactively with multiple stakeholders (schools and professional service areas) and provide clients with expert help and advice in development and support issues to best serve their needs and meet strategic objectives.
- Liaise with external providers and support organisations to facilitate enhancement and support of Corporate Systems' portfolio of systems and services.
- Manage System upgrades, to protect the integrity of the system, minimise downtime, ensuring the business are aware of new functionality and how it might be exploited.
- Collaborate with customers to drive service improvements and elicit user requirements.
- Design, manage, test, and implement solutions to support the delivery of Corporate Systems' portfolio of systems and services.
- Develop and deliver appropriate documentation and training (1-2-1 or group) to facilitate the implementation and on-going support of Corporate Systems' portfolio of systems and services.
- Be fully conversant with the change management and incident handling procedures, ensuring they are effectively implemented.
- Keep abreast of developments within Corporate Systems, advising on their application and relevance to the University through pro-actively engaging and participating in relevant external networks.
- Proactively monitor and escalate problems as appropriate in-line with University procedures.
- Carry out all duties in accordance with standards set down by line manager, within agreed timescales.
- Participate in continuous personal and professional development.
- Manage the service catalogue to ensure a reliable source of information.
- Be a role model for the University's values & behaviours.
- Be responsible for ensuring that the information and records processed (received, created, used, stored, destroyed) on behalf of the University are managed in compliance with ALL applicable legislation, codes and policies e.g. [Data Protection](#), [Information Security](#) and [Records Management](#).

PERSON SPECIFICATION

ESSENTIAL

DESIRABLE

EDUCATION / QUALIFICATIONS

- A degree in IT related discipline or relevant systems experience. ✓

SKILLS / EXPERIENCE

- Demonstrable experience in Implementing new business processes to deal with new working practices. ✓

- Experience in streamlining processes and contributing to system improvements ✓

- Demonstrable skills and experience in building relationships with infrastructure, business, and projects team to help co-ordinate developments ✓

- Experience of at least two of the following

- Defining system roles ✓
- Developing workflow to match business needs
- System Configuration

- Experience of development life cycle including:

- Requirements gathering
- Solution design ✓
- System testing
- Implementation
- Documentation

- Experience in Upgrading/Patching enterprise level systems. ✓

- Experience of managing system configuration changes to meet organisation structure and/or process needs. ✓

- Experience of intersystem integration to support automation ✓

- Have experience working within a Corporate Systems environment, acting as the systems expert in relation to systems development, integration, data integrity and security. ✓

	ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> Experience of managing customers through all stages of implementation, including: <ul style="list-style-type: none"> participated in system design workshops, providing application consultancy, training, advice and guidance on business process and assisting the customer to achieve an optimum solution to meet objectives. 		✓
<ul style="list-style-type: none"> ITIL Foundation qualification and / or experience of application support. 		✓
<ul style="list-style-type: none"> Knowledge of SQL, data mapping and HTML. 		✓
<ul style="list-style-type: none"> Excellent organisational skills. 	✓	
<ul style="list-style-type: none"> Ability to analyse information to understand the impact of change and to distil the vision into use cases that will support discussions with stakeholders. 	✓	
<ul style="list-style-type: none"> Ability to prioritise tasks and manage own time. 	✓	
<ul style="list-style-type: none"> Excellent interpersonal and communication (oral and written) skills. 	✓	
<ul style="list-style-type: none"> Ability to present complex technical solutions to a non-technical audience. 	✓	
<ul style="list-style-type: none"> Ability to take ownership of issues and manage to a resolution. 	✓	
<ul style="list-style-type: none"> Ability to troubleshoot and resolve technical issues. 	✓	
<ul style="list-style-type: none"> Ability to work as part of a team and on own initiative. 	✓	
<ul style="list-style-type: none"> Strong commitment to customer service. 	✓	
<ul style="list-style-type: none"> Proficient with Microsoft's Office 365 suite. 	✓	
<ul style="list-style-type: none"> Proficient in data and file management. 	✓	
<ul style="list-style-type: none"> Understand and can demonstrate key principles of a project management methodology. 		✓
<ul style="list-style-type: none"> Supplier management experience of creating content for reviews, managing issues to resolution with the Supplier and ensuring the University is fully leveraging the capability of products. 		✓