

JOB DESCRIPTION AND ROLE PROFILE

Job Title: Applications & Integration Manager

Grade: 7

Responsible to: Head of IT

Context of the Applications and Integration Manager

Falmouth Exeter Plus manages and delivers services at Falmouth, Penryn and Truro Campuses on behalf of Falmouth University and the University of Exeter. Working with the Falmouth & Exeter Students' Union (SU) and the wider universities partnership, we support Higher Education learning and living and ensure that the interests of all campus users are at the heart of everything we do.

In support of that vision, the IT & Digital mission is to **"Drive Innovation and Deliver Trusted Technology"**. As a Service we continually strive to do this through the provision of a wide range of IT and Digital Services to our customers. We support over 10,000 users with over 20,000 connected devices across the Cornwall and the world.

Working as a preferred service provider to our university customers, we provide a source of challenge and innovation, bringing positive digital disruption to learning, teaching and research in support of our customers' missions in Cornwall.

The Applications and Integration section are a DevOps team consisting of application specialists, software developers, web engineer and a database administrator. Responsible for the support and maintenance of the enterprise applications, implementation and administration of databases and the development of websites and integrations using a variety of technologies. The team is customer facing, with regular engagement with system owners to coordinate support and upgrades, along with gathering business requirements for integration development.

The Applications and Integration section supports a wide range of business-critical applications, websites, system integrations and associated databases. The Microsoft technology stack is at the heart of the application architecture with SQL Server databases at the core. A range of associated integration technologies such as SQL Server Integration Services, .Net Development (C#, MVC and Entity Framework) and PowerShell featuring heavily in facilitating system connectivity.

Overall purpose of the role

The role involves leading the team in designing, building, and supporting the core data warehouse responsible for ETL processes crucial to customers' businesses, ensuring data confidentiality, integrity, and availability through strong data architecture. It also aligns business applications with current and future customer needs, managing both commercial off-the-shelf (COTS) and in-house developed systems.

This includes coordinating FX Plus technology functions to deploy processes and tools, managing support and development for Line of Business Systems, Data Warehouse/Integration, Database Administration, and Web Development.

The post manages a Solution and Integration delivery team of 10 direct reports and indirectly oversees up to 15 project resources, managing budgets of £750,000 revenue and £500,000 capital.

Main Duties and Responsibilities:

1. As a member of the FX Plus IT Service Management Team, ensure the coherent and effective management of processes, systems and people required to design, build, run and improve line of business systems and data integration services to meet the needs of FX Plus's customers now and in the future. This includes:
 - a. The preparation for new or changed services, oversight of the change process and the maintenance of regulatory, legal and professional standards
 - b. Collaborate closely with the Information Security Manager and the Platform and Infrastructure Manager to ensure secure, comprehensive, and integrated solutions. Collaborating to foster seamless integration of applications, system integrations, and database administration
 - c. The management of systems and services in terms of their contribution to business performance
 - d. Leadership in defining, translating and transforming Business and Application/ Data Architecture
 - e. The management of related bought-in services
 - f. The development of continual improvement plans to ensure that technology services adequately support business needs now and in the future.
2. Manage the development of detailed integration and business application specifications, working with technical teams and customer stakeholders to create solutions to complex issues, ensuring that the business can meet their business objectives.
3. During the design, build and run of new services and throughout the service lifecycle, analyse and coordinate relationships with and between stakeholders, in relation to the line of business & integration services they need.
4. During the design, build and run of new services, identify and manage external suppliers to ensure successful delivery of line of business & integration services
5. Maintain effective solution/application portfolio and data management frameworks
6. Provide application and data service continuity planning and support, within the context of overall business continuity plans.
7. Ensure overall financial management, control and stewardship of the IT assets and resources used in the provision of the services for which the role is responsible

8. Ensure that adequate documentation, information repositories, staff training and other items essential for knowledge gathering, transfer and retention are in place throughout the full lifecycle for all supported systems and services
9. Be prepared to work irregular hours and be on-call as a Duty Incident Manager in accordance with the needs of the role.

General duties and responsibilities

- Contributes to delivering an IT and Digital service to fit the needs of a Higher Educational Institution with due respect to the diverse nature of the learning environment and national initiatives.
- Is vigilant with regards to digital security and leads by example by understanding the threats, identifying vulnerabilities and reporting anything which could damage the reputation and systems of the universities.
- Maintains good records, documenting actions in appropriate systems.
- Embraces the principles and concepts of the frameworks and standards adopted by IT & Digital. These include ITIL, PRINCE2, MoP and ISO20000.
- Delivers a level of customer service which meets and exceeds the expected standards. Ensures all people are dealt with efficiently and with appropriate regard to their needs.
- Undertakes reasonable duties which contribute to the success of the directorate and FX Plus as a whole.
- Agrees personal and team objectives and works to achieve them, developing both individually and collectively.
- Actively participates in required organisational processes, courses and activities, constantly maintaining the required conduct.
- Support and contribute to keeping FX Plus, Falmouth University and the University of Exeter compliant with all legislation and adopted standards. Specific attention should be given to Health and Safety, Equality, Diversity and Safeguarding.

ROLE PROFILE - SFIA Competencies

IT roles at FX Plus have been mapped to the industry good practice; Skills Framework for the Information Age Version 6 (SFIA¹). The SFIA skills, on the following pages, are considered essential to the role of **Applications & Integration Manager**:

¹ <http://www.sfia-online.org/en>

Functional competencies (Skills For Information Age (SFIA V6))	Recruitment & Selection
<p>IT governance (Level 5)</p> <p>Reviews information systems for compliance with legislation and specifies any required changes. Responsible for ensuring compliance with organisational policies and procedures and overall information management strategy.</p>	Application; Interview
<p>IT strategy and planning (Level 5)</p> <p>Ensures that all stakeholders adhere to IT strategic management approach and timetables. Collates information and creates reports and insights to support IT strategic management processes. Develops and communicates plans to drive forward the strategy. Contributes to the development of policies, standards and guidelines for IT strategy development and planning.</p>	Application; Interview
<p>Technical specialism (Level 5)</p> <p>Maintains an in-depth knowledge of specific specialisms and provides expert advice regarding their application. Can supervise specialist consultancy. The specialism can be any aspect of information or communication technology, technique, method, product or application area.</p>	Application; Interview
<p>IT management (Level 6)</p> <p>Identifies and manages resources needed for the planning, development and delivery of specified information and communications systems services (including data, voice, text, audio and images). Influences senior level customers and project teams through change management initiatives, ensuring that the infrastructure is managed to provide agreed levels of service and data integrity. Takes full responsibility for budgeting, estimating, planning and objective setting. Plans and manages implementation of processes and procedures, tools and techniques for monitoring and managing the performance of automated systems and services, in respect of their contribution to business performance and benefits to the business, where the measure of success depends on achieving clearly stated business/financial goals and performance targets. Monitors performance and takes corrective action where necessary.</p>	Application; Interview
<p>Business process improvement (Level 6)</p> <p>Analyses business processes, identifies alternative solutions, assesses feasibility, and recommends new approaches, typically seeking to exploit technology components. Evaluates the financial, cultural, technological, organisational and environmental factors which must be addressed in the change programme. Establishes client requirements for the implementation of significant changes in organisational mission, business functions and process, organisational roles and responsibilities, and scope or nature of service delivery.</p>	Application; Interview
<p>Enterprise and business architecture (Level 5)</p> <p>Contributes to the creation and review of a systems capability strategy which meets the strategic requirements of the business. Develops models and plans to drive forward the strategy, taking advantage of opportunities to improve business performance. Takes responsibility for investigative work to determine requirements and specify effective business processes, through improvements in information systems, data management, practices, procedures, organisation and equipment.</p>	Application; Interview
<p>Business risk management (Level 5)</p> <p>Carries out risk assessment within a defined functional or technical area of business. Uses consistent processes for identifying potential risk events, quantifying and documenting the probability of occurrence and the impact on the business. Refers to domain experts for guidance on specialised areas of risk, such as architecture and environment. Co-ordinates the development of countermeasures and contingency plans.</p>	Application; Interview

Functional competencies (Skills For Information Age (SFIA V6))	Recruitment & Selection
<p>Emerging technology monitoring (Level 6)</p> <p>Co-ordinates the identification and assessment of new and emerging hardware, software and communication technologies, products, methods and techniques. Evaluates likely relevance of these for the organisation. Provides regular briefings to staff and management.</p>	Application; Interview
<p>Data management (Level 6)</p> <p>From an understanding of current and future business, derives an overall strategy of data management, within an established information architecture (including both structured and unstructured data), that supports the development and secure operation of existing and new information and digital services. Takes overall responsibility for planning effective data storage, security, sharing and publishing within the organisation. Plans establishes and manages processes to access and independently validate external information from multiple sources, on a regular and consistent basis.</p>	Application; Interview
<p>Service level management (Level 5)</p> <p>Ensures that service delivery meets agreed service levels. Creates and maintains a catalogue of available services. In consultation with the customer negotiates service level requirements and agrees service levels. Diagnoses service delivery problems and initiates actions to maintain or improve levels of service. Establishes and maintains operational methods, procedures and facilities in assigned area of responsibility and reviews them regularly for effectiveness and efficiency.</p>	Application; Interview
<p>Release and deployment (Level 6)</p> <p>Sets the release policy for the organisation in the context of both development and production/operations. Ensures that management processes, tools, techniques and personnel are in place to ensure that the transition of services, service components and packages are planned and compliant and that test and validation and configuration management are partnered in all release and deployment activities. Provides authorisation for critical release activity and point of escalation.</p>	Application; Interview
<p>Relationship management (Level 6)</p> <p>Builds long-term, strategic relationships with senior stakeholders in the largest client organisations (internal or external). Acts as a single point of contact and facilitates access to colleagues and subject experts. Maintains a strong understanding of clients' industry and business, assists clients in the formation of IT strategies, and acts to ensure that they are offered products and services aligned to these strategies. Negotiates at senior level on technical and commercial issues. Influences the development and enhancement of services, products and systems, and oversees the management and planning of business opportunities. Oversees monitoring of relationships and acts on relevant feedback.</p>	Application; Interview

PERSON SPECIFICATION: Applications & Integration Manager

Importance	Personal attribute description	How we may assess
Qualifications & Certifications		
Essential	A Higher Educational qualification in an applicable subject or equivalent relevant experience	Application
Desirable	Formal expert certifications from Microsoft in a role-appropriate subject	Application; Interview
Desirable	ITIL® Foundation certification	Application; Interview
Desirable	ITIL® Lifecycle or Capability modules certification	Application; Interview
Knowledge, Experience and Skills		
Essential	Significant experience of drafting, reviewing and editing technical documentation and policies	Application
Essential	Comprehensive understanding of IT and digital systems and their vulnerabilities	Interview; Assessment
Essential	Experience of leading a team in a support environment with a professional, customer-orientated approach to service delivery	Application
Essential	Strong verbal and written communication skills, being able to converse with technical and non-technical individuals	Interview; Probation
Essential	Ability to effectively manage and support a wide range of senior stakeholders, both internally and externally	Reference; Probation
Essential	Significant experience of setting policy and strategies	Application
Desirable	Experience of leading a technical support and implementation team, exhibiting an appropriate breadth of technical knowledge	Application
Desirable	Experience supporting and maintaining a wide range of technologies relevant to this role	Application
Desirable	Experience with development frameworks, e.g. C#, .net, HTML5, CSS, Visual Studio and Azure DevOps	Application
Desirable	Experience of system integration using file transfer, web services, database ETL	Application
Desirable	Experience with Microsoft SQL Server integrations and reporting services, from design to operation	Application
Desirable	Experience of managing and assuring comprehensive system testing including automated testing, developer testing and user acceptance testing, as.	Application
Desirable	Understanding of ideas and principles underpinning Service Knowledge Management Systems (SKMS)	Interview; Assessment

Importance	Personal attribute description	How we may assess
Desirable	Experience as, lead technical advisory or technical resource to complex projects relative to the roles technical focus	Application
Desirable	Significant experience in business analysis	Application
Desirable	Experience with Content Management Systems	Application
Personal Behaviours		
Essential	Respectful: Thinks of others before speaking or acting. Treats all persons equitably, fairly and justly, exhibiting good manners. Modifies style to fit the audience, interpreting difficult subjects to be understood by all.	Application; Interview; Probation
Essential	Cooperative: Develops and maintains good working relationships across the organisation and beyond. Approachable, good-natured, and easy to talk to, using various methods and tools to communicate effectively. Helps others to do or believe something, regardless of their level in the organisation.	Probation
Essential	Flexible: Creatively identifies and creates better ways of working. Thrives in an environment of change, being adaptable and open to; ideas, advice and guidance. Blends creative, problem-solving, and technical skills to develop new approaches. Seeks new opportunities both personally and organisationally.	Interview; Probation
Essential	Quality-focused: Strives for continuous personal and professional development. Always considers how to improve things. Confident in challenging existing work practices and driving improvement. Takes the time to do things right being thorough and following policy, process and procedure.	Application; Interview; Probation
Essential	Honest: Open and truthful whilst respecting confidentiality. Remains composed under pressure, using clear and sound reasoning to justify actions. Provides clear, calm and useful feedback to all levels of the organisation.	Interview; Probation
Essential	Organised: Deals with workload efficiently. Confidently plans, delegates and delivers what is required, using available resources effectively. Maintains good records, complying with established systems and processes.	Application; Probation