IT and Digital Directorate

Job Title: End-User Device Manager

Grade: 6

Responsible to: Head of IT Services

Context of the End-User Device Manager

Our Vision is: *"Exceptional environments that enable talented and creative minds to grow"*

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 (FXU) 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 Directorate 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 Cornwall and the world.

Working as a strategic partner to our customers we provide a source of challenge and innovation bringing positive digital disruption to; learning, teaching and research in support our customers missions in Cornwall.

The IT Section of the **Infrastructure Directorate comprises of four operational teams:**
- The End-User Devices team is responsible for the design, build, deployment and support of all end user devices such as; laptops, desktops and audio-visual equipment, the team are also responsible for; packaging, deployment and support of software solutions used on the end user devices.
- Our Platform and Infrastructure team design, build and maintain core infrastructure technologies such as local and wide area network (including Wi-Fi), server-based compute and storage (both on premises and Cloud), corporate telephony and services such as email and anti-virus.
- Business Applications and Integrations team are responsible for the design, development, deployment and support of integrations to and from our data warehouse. They are also responsible for design, build, support and on-going maintenance of the business applications estate, as well as database administration and support. Additionally the team manages reporting and business intelligence, website development and content.
- The Information Security team is responsible for designing, implementing, and maintaining cyber security within the organisations. Ensuring the protection of sensitive data through assessments, audits, and compliance management. The team also provide detection and response to cyber security incidents, threat analysis, and the development of information security policies, standards and procedures.

FX Plus IT & Digital Service operates, maintains and develops a complex and diverse technical eco-system through a combination of its in-house teams and strategic partnerships with world leading technology companies. We also work closely with the technology partners of both Falmouth University and the University of Exeter. Our Enterprise class network and unified communications platform provides connectivity services to over 20,000 devices across both the wired and wireless network. Supporting and maintaining over 260 virtual servers and over 330TB of storage on premise; we are actively migrating to cloud-based technologies to improve flexibility and resilience of our services while transforming collaboration capabilities.

Overall purpose of the End-User Device Manager

As a member of the directorates extended management Team, the End-User Device Manager is responsible for leading and managing a team of technicians and engineers who are deployed across support and maintenance activities as well as projects. While driving a continual improvement program within the End-User Device team and in support of Directorate wide improvement plans.

Role Profile: End-User Device Manager

The post holder has overall responsibility for bringing into service, operating, securing, supporting, performance monitoring and continually improving end-user devices and the software/solutions that runs on them, to serve the variety of user needs. Regarded as the trusted adviser to both the Directorate Management Team and to stakeholders at all levels of our customer organisations, the End-User Device Manager works closely with the Head of IT Services to set the overall future technology roadmaps across, Windows, Mac and Audio/Visual Devices. Defining and gaining approval for the required technical investment to achieve the target architecture.

Main Duties

- Recruit, lead, motivate, develop and manage the performance of direct reports; building a high calibre team with the skills and capabilities needed to deliver the required results.
- Ensure the coherent and effective management of processes, systems and people required to design, build, run and improve technology services to meet the needs of FX Plus's customers now and in the future, through a continual improvement cycle.
- Lead and support a team in meeting the agreed Operational and Service Level Agreements, ensuring identified processes are followed and make recommendations for continual improvement.
- Ensure that capacity and availability within services are monitored and maintained and that the technologies within the scope of the role continues to operate within design parameters
- Define and champion future architectural standards across the areas of technical responsibility and ensures successful delivery of aligned technical projects.
- Identification and justification of investments required to maintain compliance and/or improve the customer experience, in relation to the scope of the role
- Delivery of approved annual technical refresh and service improvement programmes within the scope of the role. This includes the financial planning, customer engagement and on-time delivery
- Maintain the regular maintenance and patching regime across the areas of technical responsibility
- Manage the capacity and availability of resources within scope of the role to maintain service provision in line with the agreed SLA
- Assure that the all software deployed, and made available, to the end-user devices is done so in accordance with associated licencing and compliance standards.
- Commissions, advises and approves technical articles for publication and use in building knowledgebase articles
- Act as a Major Incident Manager, agreeing actions, resourcing and expenditure, as required, delivering to the Major Incident Process
- Attend the Change Advisory Board as a representative for your technical area, providing advice and guidance on minimising the impact of change
- Identify trends in incidents, escalating these through the varying states of incident and problem management, supporting the directorate to achieve root cause resolution.
- 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

- 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.

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- 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.

Skills required for the role

IT and Digital roles at FX Plus have been mapped to the industry good practice Skills Framework for the Information Age Version 6 (SFIA). For more information see http://www.sfia-online.org/en.

Skill (Level)	Skill Description	How we may assess
Information security (Level 5)	Provides advice and guidance on security strategies to manage identified risks and ensure adoption and adherence to standards. Obtains and acts on vulnerability information and conducts security risk assessments, business impact analysis and accreditation on complex information systems. Investigates major breaches of security and recommends appropriate control improvements. Contributes to development of information security policy, standards and guidelines.	Application; Interview; Assessment
Technical specialism (Level 5)	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.	Application; Interview; Assessment
IT management (Level 5)	Takes responsibility for the design, procurement, installation, upgrading, operation, control, maintenance (including storage and communication of data, voice, text, audio and images) and effective use of IT infrastructure components and monitors their performance. Provides technical management of an IT operation, ensuring that agreed service levels are met and all relevant procedures are adhered to. Schedules and supervises all maintenance and installation work. Ensures that operational problems are identified and resolved. Provides appropriate status and other reports to specialists, users and managers. Ensures that operational procedures and working practices are fit for purpose and current.	Application; Interview; Assessment
Business process improvement (Level 5)	Analyses business processes; identifies alternative solutions, assesses feasibility, and recommends new approaches. Contributes to evaluating the factors which must be addressed in the change programme. Helps establish requirements for the implementation of changes in the business process.	Application; Interview; Assessment
Emerging technology monitoring (Level 5)	Monitors the market to gain knowledge and understanding of currently emerging technologies. Identifies new and emerging hardware and software technologies and products based on own area of expertise, assesses their relevance and potential value to the organisation, contributes to briefings of staff and management.	Application; Interview; Assessment
Solution architecture (Level 6)	Leads the development of architectures for complex systems, ensuring consistency with specified requirements agreed with both external, and internal customers. Takes full responsibility for the balance between functional, service quality and systems management requirements within a significant area of the organisation. Establishes policy and strategy for the selection of systems architecture components, and co-ordinates design activities, promoting the discipline to ensure consistency. Ensures that appropriate standards (corporate, industry, national and international) are adhered to. Within a business change programme, manages the target design, policies and standards, working proactively to maintain a stable, viable architecture and ensure consistency of design across projects within the programme.	Application; Interview; Assessment

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Role Profile: End-User Device Manager

Skill (Level)	Skill Description	How we may assess
Systems installation/de-commissioning (Level 5)	Takes responsibility for installation projects, providing effective team leadership, including information flow to and from the customer during project work. Develops and implements quality plans and method statements. Monitors the effectiveness of installations and ensures that appropriate recommendations for change are made.	Application; Interview; Assessment
Availability management (Level 5)	Provides advice, assistance and leadership associated with the planning, design and improvement of service and component availability, including the investigation of all breaches of availability targets and service non-availability, with the instigation of remedial activities. Plans arrangements for disaster recovery together with supporting processes and manages the testing of such plans.	Application; Interview; Assessment
Service level management (Level 4)	Performs defined tasks to monitor service delivery against service level agreements and maintains records of relevant information. Analyses service records against agreed service levels regularly to identify actions required to maintain or improve levels of service, and initiates or reports these actions.	Application; Interview; Assessment
Asset management (Level 4)	Controls IT assets in one or more significant areas, ensuring that administration of the acquisition, storage, distribution, movement and disposal of assets is carried out. Produces and analyses registers and histories of authorised assets (including secure master copies of software, documentation, data, licenses and agreements for supply, warranty and maintenance), and verifies that all these assets are in a known state and location. Acts to highlight and resolve potential instances of unauthorised assets such as unlicensed copies of software.	Application; Interview; Assessment
Change management (Level 5)	Develops implementation plans for complex requests for change. Evaluates risks to the integrity of service environment inherent in proposed implementations (including availability, performance, security and compliance of the business services impacted). Seeks authority for those activities, reviews the effectiveness of change implementation, suggests improvement to organisational procedures governing change management. Leads the assessment, analysis, development, documentation and implementation of changes based on requests for change.	Application; Interview; Assessment
Problem management (Level 4)	Initiates and monitors actions to investigate and resolve problems in systems, processes and services. Determines problem fixes/remedies. Assists with the implementation of agreed remedies and preventative measures.	Application; Interview; Assessment

Person Specification

Importance	Personal attribute description	How we may assess
Qualifications & Certifications		
Essential	A Higher Educational qualification in an applicable subject or equivalent relevant experience	Application
Essential	ITIL® Foundation certification	Application; Interview
Essential	Formal associate certification from Microsoft in a role-appropriate subject	Application
Desirable	Apple Certified Associate (or equivalent)	Application; Interview
Desirable	ITIL® Lifecycle or Capability modules certification	Application; Interview
Desirable	Formal Foundation Project Management certification (or equivalent, provable experience)	Application
Knowledge, Experience and Skills		
Essential	Experience of leading staff and delivering strong team performance.	Application
Essential	Significant experience of working in a technical support environment, exhibiting an appropriate breadth and depth of technical knowledge	Application
Essential	Extensive experience supporting, maintaining, and ideally managing, the full range of technologies relevant to this role	Application
Essential	Significant experience of drafting, reviewing and editing technical documentation and policies	Application
Essential	Detailed understanding of the ITIL Framework principles and processes	Interview; Assessment
Essential	Detailed understanding of IT and digital systems and their vulnerabilities	Interview; Assessment
Essential	Comprehensive understanding of software deployment technologies and applying them in an enterprise environment	Application; Interview
Essential	Strong ability to interact across teams and build ongoing relationships to ensure effective communications and exchange of information.	Assessment; Reference; Probation
Essential	Strong written and verbal communication skills, demonstrating the ability to explain complex conceptual ideas to technical and non-technical stakeholders	Interview; Probation
Desirable	Experience of managing a team in an IT function in a medium to large organisation	Application; Interview
Desirable	Understanding of ideas and principles underpinning Service Knowledge Management Systems (SKMS)	Interview; Assessment
Desirable	Some experience of managing budgets	Application

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Importance	Personal attribute description	How we may assess
Desirable	Some experience in business analysis.	Application
Desirable	Significant experience acting in a senior technical resource to a project	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