

JOB DESCRIPTION

Decision Theatre Manager: ISS

Vacancy Ref: 0649-24

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| Job Title: Decision Theatre Manager | Present Grade: 7P |
| Department/College: ISS | |
| Directly responsible to: XXXX | |
| Supervisory responsibility for: n/a | |
| Other contacts  Internal:   * Line management in ISS to receive direction, instruction, advice and guidance on tasks, and to provide feedback on progress and escalate issues where necessary. * DCQ management to receive direction, instruction, advice and guidance on tasks, and to provide feedback on progress and escalate issues where necessary. * ISS Service Desk and IT Support Teams to assist in resolving issues, provide advice and escalate problems. * SPS staff and students to provide support for using the facility.   External:   * External organisations hiring/using the facility. * Hardware, software and service suppliers and consultants for pre-sales fact-finding and evaluation, training, support and problem escalation and resolution. * Personnel from other institutions for fact-finding, information exchange and to resolve problems. * IT contacts and key users at partner institutions or companies of the University to discuss requirements, resolve issues or provide training and support. * Undertaking training and development, or providing training and development as needed. | |
| Major Duties:  To manage and oversee the specialist technical provision and support for all aspects of the decision theatre. You will ensure day-to-day technical support of the highest professional quality, and provide leadership and planning for the specialist technical, resource and equipment needs of the decision theatre. You will play an important role in informing and shaping future developments, and be integral to ensuring that the staff, student and customer experience is safe, positive and supportive. In addition to maintaining the technical aspects of the decision theatre you will also provide guidance on content/experience creation and capture and be responsible for authoring more straightforward content/experiences as requested. Activity will take place within ISS, the decision theatre and other spaces on campus.   1. To deliver administration, support and development of the various systems and services of the decision theatre, including their associated housekeeping systems. The duties include, but are not limited to:    1. Development, implementation, maintenance and support of systems and services    2. Definition and development of tools to provide effective service management    3. Monitoring of performance and ensuring effectiveness of operation    4. Pro-actively identifying, diagnosing and resolving problems    5. Pro-active management of server and client security – including the timely patching of operating systems and applications    6. Producing documentation and guidance for technical staff and for end users    7. Development of disaster recovery procedures and documentation    8. Liaising with vendors and with support staff at other institutions    9. Contributing to the service improvement process 2. Through the Helpdesk system, to take and resolve in a timely and professional manner referred queries and requests, escalating to other members of the team or ISS as necessary. 3. To work to the appropriate standards and practices for service provision and project delivery. | |
| 1. To provide timely and pertinent communication regarding any planned changes in service, service breaks and outages, incidents and events. 2. To provide out of office hours attendance when required to recover from system failures or to undertake major system upgrades. These attendances will be at the request of the line manager or their nominated representatives. 3. To provide and support services to staff, students and external organisations using the decision theatre including:    1. Managing access control to the facility    2. Being present to provide on-site support as needed    3. Advising on content/experience creation and capture    4. Authoring content/experiences as required    5. Ensuring the space is maintained safely and securely during operation 4. To promote policies relating to either ISS services or broader IT issues relating to the University, and to report on the effectiveness of these policies through regular collation and analysis of user feedback. 5. To perform such duties, appropriate to the grade, as may arise through evolution, growth or restructuring, or as may be directed by the Head of School, IT Services manager or nominated representative. | |