JOB DESCRIPTION
IT Service Manager (Strategic Partners)
Vacancy Ref: A2037

<table>
<thead>
<tr>
<th>Job Title: IT Service Manager (Strategic Partners)</th>
<th>Present Grade: 7P</th>
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<tr>
<td>Department/College: ISS (Information Systems Services)</td>
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<td>Directly responsible to: Head of Corporate Information Systems</td>
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<td>Supervisory responsibility: n/a</td>
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Other contacts:

Internal:
Director of RAID; Pro-VC International; ISS Service Managers, Colleagues in ISS support roles; IT Security Manager; Heads of Department / Section across the University; Members of staff involved in the service desk roles (Library, Finance, Student Based Services etc.), Faculty ITP Directors and Associate Deans (International);

External:
Strategic Partner Institutions’ senior managers, staff & students. Relevant external bodies (Jisc, TAG); Formal and informal groups in similar roles within HE

Main Functions:
1. Develop and oversee all ISS service and project interactions with current and future Strategic Partners;
2. To act as a point of escalation between Strategic Partners and ISS for any service issues;
3. To ensure that a pro-active approach is taken to the development of longer term plans for Strategic partner service development;
4. To ensure that LU system architecture and design incorporate the needs of LU operations at partner locations;
5. To engage stakeholders to ensure physical infrastructure on campus(es) (new and existing) will support teaching, research and engagement activities to an appropriate standard;
6. To ensure IT / information security controls are effective for Strategic Partners

Major Duties are to:
1. Work with ISS project managers to assist with the transition of projects to new services;
2. Provide regular reports and recommendations about IT Services to Service Managers and the ISS Leadership team – taking into account incidents, requests and feedback from those using the services;
3. Liaise with and provide feedback to IT Service Managers on issues identified with their services and/or related processes, escalating major issues and key development requirements when identified;
4. Liaise with partner representatives to ensure that IT architecture (design and build) in new building(s) is to a standard required by Lancaster University.
5. To provide timely, high quality support and communications to those who use IT services within our Strategic Partners and those that support them directly within the institution;
6. To ensure that stakeholders at strategic partner locations receive appropriate training on the use of LU systems.
7. To provide feedback to ISS on issues with services and suggestions for improvement;
8. To oversee links within ISS to ensure that:
   a. Corporate Information Systems are maintained and effective (especially LUSI and Moodle);
   b. Infrastructure Services are maintained an effective;
   c. IT training including information security are effective.
9. To ensure that first line support activities are managed at Strategic Partners and that second/third line support channels at Lancaster are effective;

10. To undertake periodic IT security reviews of Strategic Partners.

11. To represent the needs of staff, students and visitors, liaising and supporting Service Managers to ensure that the IT services being delivered meet the needs of those using them;

12. Ensure new IT policy and procedure is aligned with the needs of strategic partner locations and does not inhibit service quality or user experience;

13. Be able to complete the above tasks in a multi-national and multicultural environment that spans several continents and time-zones.