## JOB DESCRIPTION
### IT Service Manager (Strategic Partners)
**Vacancy Ref:** A3592

<table>
<thead>
<tr>
<th>Job Title: IT Service Manager (Strategic Partners)</th>
<th>Present Grade: 7</th>
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<tbody>
<tr>
<td><strong>Department/College:</strong> ISS (Information Systems Services)</td>
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<td><strong>Directly responsible to:</strong> Head of Corporate Information Systems</td>
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<td><strong>Supervisory responsibility:</strong> n/a</td>
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<td><strong>Other contacts:</strong></td>
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<td><strong>Internal:</strong></td>
<td>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.)</td>
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<td><strong>External:</strong></td>
<td>Strategic Partner Institutions’ staff &amp; students. Relevant external bodies (Jisc, TNE); Formal and informal groups in similar roles within HE</td>
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### Main Functions:
1. 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 IT / information security controls are effective for Strategic Partners; 
5. International Travel, visiting the Strategic Partners’ institutions

### Major Duties are to:
1. Work with ISS project managers to assist with the transition of projects to new services, representing Strategic Partners’ views and requirements;
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. 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;
5. To provide feedback to ISS on issues with services and suggestions for improvement;
6. To oversee links within ISS to ensure that: 
   a. Corporate Information Systems are maintained and effective (especially LUSI and Moodle and Moderation Tools);
   b. Infrastructure Services are maintained an effective;
   c. IT training (including information security and training for specific IT services) are effective.
7. To ensure that first line support activities are managed at Strategic Partners and that second/third line support channels at Lancaster are effective; making clear the split in responsibilities for different levels of support between ISS at Lancaster and the strategic Partners.
8. To undertake periodic IT security reviews of Strategic Partners.
9. 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.