

JOB DESCRIPTION

Job Title: IT Process Manager

Grade: J plus a market supplement of £4,113 to be reviewed after three years.

Responsible to: Service Centre Manager

Job Purpose:

The IT Process Manager will be responsible for ensuring the design, development, continuing enhancement and implementation of policies and procedures relating to IT Services processes to ensure effective delivery of a high quality service.

IT services are investigating and working toward ISO 20000 certification and this post will be a key driver in delivering this.

Post will report to the Service Centre Manager but will be expected to work with all managers across IT Services to deliver improvements.

Main Duties and Responsibilities:

Responsible for the creation, documentation, delivery and adherence to IT processes, referring to best practice in all instances. The role will require a solid understanding of ITIL, project management experience and excellent communication skills in order to deliver and manage the desired objectives.

Initially identifying and scoping a project plan (approximately 3 years duration) to deliver ISO 20000 certification as well as moving toward project managing its delivery.

Responsible for the quality assurance of the Incident Management Process via data analysis, auditing and proactive trend analysis.

Responsible for developing and driving process improvement change across IT Services, liaising with IT colleagues and the HE partners as required, to ensure changes fit with service requirements as well as delivering best practice.

Responsible for delivering process and procedure change implementation across IT Services, engaging in dialogue in advance of the change, explaining rationales as required and engaging in continual improvement discussions.

Creation and oversight of a Service Improvement Plan (SIP) in the event of service issues. This should lead from investigation into standards, good practice and industry experience and should be driven forward as a continual improvement task making recommendation to IT and also the wider business as well as our HEI partners.

Production and management of major incident reports where required.

Responsible for the life cycle of the Problem Management Process to reduce the occurrence of incidents and improve availability of services. This will include both identifying problems alongside IT managers and also the production of reports working with the wider IT team to make recommendations for improvements. Post holder will then be expected to drive forward with recommendations to ensure delivery.

Creating bespoke events including the sourcing of appropriate venues and the preparation of supporting materials to deliver a program of continual improvement.

To ensure that IT policies are fit for purpose and undertake a regular review cycle.

Production and publication of service and incident performance data for both IT Services use and also for customer facing information.

To make documented recommendations on any other areas of improvement across IT Services.

General Duties and Responsibilities

To maintain a first class level of customer service ensuring that all customers are treated efficiently and in an appropriate manner.

To participate in the Annual Performance Development Review Process.

To actively support equality and diversity policies of Falmouth Exeter Plus.

To attend training courses as identified and agreed for appropriate development.

To promote the Falmouth Exeter Plus Environmental Policy by implementing working practices and procedures that ensure a sustainable approach to the use of resources and that resources are disposed of in an efficient and environmentally friendly way.

Working within the Health and Safety at Work Act, the post holder has a legal duty to take reasonable care for Health and Safety both for themselves and others who may be affected by their actions.

They are also required to undertake Health and Safety training commensurate with the level required by the post and to take part in risk assessment procedures and the implementation of agreed recommended work practices within the area.

Undertaking other duties not specifically stated which from time to time are necessary without altering the nature or level of responsibility.

PERSON SPECIFICATION

Post Title: IT Process Manager

Attributes	Essential Requirements	Desirable Requirements
<p>Education / Qualifications</p>	<p>Degree level/Professional level qualification or significant professional knowledge and experience.</p> <p>Skill level equivalent to achievement of a professional qualification or degree or significant professional relevant knowledge and experience.</p>	<p>Experience of delivering to an ISO 20000 standard.</p> <p>ITIL Foundation Certificate (V2)</p> <p>Customer Service Qualification.</p> <p>Project Management (PRINCE 2)</p> <p>Process Improvement qualification.</p>
<p>Experience / Knowledge</p>	<p>Experience of working in an IT environment within a process role with a knowledge of process improvement methodologies.</p> <p>Proven experience of change management and delivering service improvements.</p> <p>Demonstrable experience of working within an ITIL framework.</p> <p>Demonstrable experience of delivering against specific goals.</p> <p>Excellent IT skills and computer literacy.</p> <p>Excellent statistical analysis skills.</p> <p>Experience of the production of detailed documentation.</p>	<p>Experience of working in HE and a good understanding of HE processes.</p>

<p>Skills / Personal Requirements</p>	<p>Structured methodical approach.</p> <p>Excellent interpersonal skills showing the ability to communicate and influence effectively and appropriately with a diverse range of people and situations.</p> <p>A willingness to try out and review new ideas and initiatives and to respond to a constantly evolving and changing environment.</p> <p>Ability to work as a project team leader.</p> <p>Ability to assess and organise resources and plan and progress project activities.</p> <p>Ability to deal with problems that arise and manage through to resolution.</p> <p>Experience of delivering presentations to internal and external audiences from varying levels of an organisation.</p> <p>Ability to encourage others to develop creative approaches to problem solving</p> <p>Ability to troubleshoot a wide range of software and hardware related issues with PC's both remotely and at the user's desktop.</p> <p>Ability to solve complex customer IT problems from own knowledge and experience and on own initiative.</p> <p>Ability to write technical documentation.</p>	
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	<p>Excellent communication and customer relations skills, including influencing and negotiating skills.</p> <p>Ability through self-study to learn and understand the range of non-standard specialist software packages.</p> <p>Ability to work capably alone on own initiative as well as constructively within a team, requiring no supervision or monitoring.</p> <p>Proactively identifies improvements to service and takes responsibility for implementing those improvements where appropriate.</p>	
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