

JOB DESCRIPTION

Vacancy reference:	SRF 31591
Post Title:	Business Systems and Data Manager
Grade:	7
School/Department:	Digital Technology Services (DTS)
Reports to:	Head of Digital Applications and Development
Responsible for:	Business Systems and Data Analytics Team

Purpose

The Business Systems and Data Analytics Team maintains and develops multiple Enterprise-Wide Business Systems (such as Finance, HR Systems and Student Records Systems), providing technical support and DBA services, including testing for software releases and planning of major upgrades. The team works closely with DTS Business Partners and system suppliers to identify and respond to changing customer demands and development opportunities. The team also acts as a focal point for data analytics expertise within the DTS function.

The Business Systems and Data Analytics Manager leads the Business Systems and Data Analytics Team and is responsible for the line management of the team members.

Main duties and responsibilities

1. Motivate and lead the Business Systems and Data Analytics Team promoting customer service and instilling best practice and commitment to the values of the University
2. Responsible for line management of the Business Systems and Data Analytics Team. This includes: setting of objectives; management of planned and unplanned absence; undertaking Personal Development Reviews (PDR); workload management; line management role as set out in Disciplinary, Grievance and Performance Management Procedures.
3. Ensure that services are provided to agreed service levels, including out of hours cover arrangements where necessary
4. Lead the development of SLAs and KPIs for the Business Systems and Data Analytics function, working with the Deputy Directors, DTS Business Partners and customers
5. Monitor service performance in the Business Systems and Data Analytics function against agreed SLAs and take mitigating actions where appropriate.
6. To provide expert technical support and advice to Business Systems and Data Analytics customers.
7. Propose, develop, implement and support improvements to the Business Systems and Data Analytics Function
8. Ensure that operational processes and facilities relating to the work of the Business Systems and Data Analytics Team are documented, maintained and reviewed regularly to maintain their effectiveness and efficiency
9. Work with our equipment suppliers to understand product roadmaps, release schedules and any proposed changes to technical architecture or device configuration to ensure that such changes meet the University's needs and to ensure that DTS processes, configurations and builds are updated in a timely manner

10. Participate in DTS's change control processes
11. Work with other managers and project managers to plan the support, documentation and communication required for new services, new releases and other changes to production systems
12. Contribute to the development of standards and guidance that supports the University's information security policy
13. Keep up to date with relevant developments external and internal to the University and assess their implications for DTS in terms of changes to service or service levels
14. Engage with staff in similar positions in other HE institutions to share good practice

Supervision received

The post holder will report to the Head of Digital Applications and Development.

Supervision given

The post holder will line manage the Business Systems and Data Analytics Team and will be expected to cover for other managers in the Digital Applications Group in the event of absence.

Contact

It is expected that the post holder will establish strong links and collaborate with relevant service managers within the University of Reading.

The post holder is responsible for the delivery of the Business Systems and Data Analytics Function and this will involve liaison with senior managers and group managers within DTS.

It is expected that the post holder will have contacts with staff with similar responsibilities at other HE institutions through national email lists and attendance at relevant events.

Terms and conditions

There are no specified hours of work, but you will be required to work such hours as are necessary to carry out the duties associated with the post. Flexibility will be required to ensure that service is maintained within normal working hours. Planned maintenance is scheduled for Tuesday evenings wherever possible with time off in lieu available for such working. Overtime is not payable.

The post holder may be required to be onsite or be on call for specific events or when a critical or major incident occurs. Additional payments will apply in these circumstances.

This document outlines the duties required for the time being of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.

Date assessed: 26/11/2019

PERSON SPECIFICATION

Job Title	School/Department
Business Systems and Data Manager	Digital Technology Services

Criteria	Essential	Desirable
Skills Required	<ul style="list-style-type: none"> • Leadership skills and the ability to influence and motivate others • Able to take responsibility for problems and work with little direct supervision • Good team working ability • Effective delegation • Excellent communication skills, including presentation of technical issues for non-specialist audiences • Ability to work effectively under pressure • Staff scheduling and effective resource planning • Ability to take innovative approaches to problem solving 	<ul style="list-style-type: none"> • Project management (ideally PRINCE2 based)
Attainment	<ul style="list-style-type: none"> • Educated to degree level or able to demonstrate an equivalent level of professional learning and development • ITIL Foundation 	<ul style="list-style-type: none"> • Microsoft Certified Professional • Microsoft SQL Certification.
Knowledge	<ul style="list-style-type: none"> • In depth understanding of enterprise-scale software deployment in terms of environments, platforms and databases • Thorough understanding of industry best practice relating to change and release management • Thorough understanding of best practice relating to incident management • Specialist knowledge of at least one of the University's corporate applications (e.g. Agresso, Trent, SITS) • Knowledge of at least one data analytics platform (e.g. PowerBI, Tableau) • Thorough understanding of the business needs of University customers and users 	<ul style="list-style-type: none"> • Clustered SQL database setup/administration • Knowledge of management of web servers. • Knowledge of data warehouses and data lakes.

Relevant Experience	<ul style="list-style-type: none"> • Experience of leading a team of IT support staff • Good experience of managing Microsoft SQL Server 200/2012/2016 • Good Windows Server 2012/2016 experience • Experience in planning and implementing major software releases within a structured Change and Release Management environment • Experience in liaison with senior customers concerning release management and deployment 	<ul style="list-style-type: none"> • Experience in managing suppliers and outside support organisations.
Disposition	<ul style="list-style-type: none"> • Commitment to the values of the University • Evidence of continuing personal development and training • Commitment to staff development and support 	

Completed by: David G Jones	Date: 26/11/2019
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