Role Description

|  |  |  |  |
| --- | --- | --- | --- |
| Role Title: | IT Delivery Manager | Department: | IT |
| Reports To: | Chief Technology Officer | Last Updated: | April 2022 |

## Role Purpose

Member of the Cambridge Enterprise IT team, focused on technology and project delivery rather than end-user support. Designs and delivers strategic project work, and resolves incidents and service requests that have been triaged and escalated by 1st and 2nd line IT staff.

Key Duties and Responsibilities

* To deliver IT work related to strategic projects across CE business units and teams, providing expertise, implementation, transition into service and ongoing enhancements.
* To co-manage the programme of project work within the IT team, including planning and scheduling, and individual project management.
* To provide third-line support, including design and implementation advice, for ‘cloud’ systems.
* To maintain essential systems to meet reasonable expectations of availability, reliability and performance.
* To work closely with IT management to ensure resources are utilised efficiently, and project work is prioritised and scheduled jointly.
* To assist the CTO with development of IT strategy, including security, and in researching new IT technology solutions, both software and hardware, meeting CE’s business requirements to further engage with its customers and streamline business processes allowing staff to be more effective.

## Personal Qualities

* Able to prioritise, take ownership, use initiative and work well under pressure.
* Embraces change, and able to drive it.
* Demonstrable written communication and interpersonal skills.
* Enjoys working closely with colleagues to oversee technical work, share knowledge and skills.
* Excellent organisational, analytical, problem-solving and computer skills.
* A sense of urgency and a commitment to completion of tasks within agreed timeframes.
* Attention to detail along with a commitment to quality and confidentiality.

## Working Hours

* 37½ Hours per week.
* Some flexibility will be required.

## Person Specification

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable\*** |
| **Company Competencies** | | |
| **Achievement Focus** | Deals confidently and effectively with issues, problems, requests and project work without close supervision.  Proactively seeks solutions and approaches for all of these, generating cost and resource estimates as needed.  Owns these from discovery of options, through offering recommendations, seeking agreement, then delivery.  Able to manage a large and varied workload with multiple deadlines, and to progress a number of projects in parallel. | Can oversee scheduling and delivery of all project work through department.  Takes ownership of a range of technology areas. |
| **Customer Focus** | Able to negotiate timeframes for work, and then stick to them.  Sensitively handles and resolves issues and problems to customer satisfaction.  Communicates/negotiates any deviation from timelines, budget or quality.  Follows up to ensure, and plan for, continued customer satisfaction.  Develops understanding of company business, as it pertains to own responsibilities. | Gathers feedback and service metrics to report on own, or department’s, service levels. |
| **Team Working / Flexibility** | Responds in a positive and professional way to new and changing requirements.  Works flexibly to ensure IT change is convenient to the business.  Seeks to share own knowledge with the team, as well as learn from them.  Works effectively with external suppliers and University IT staff where relevant. | Mentors other team members in areas of specific technical knowledge.  Takes ownership of relationship with one or more suppliers.  Produces quality configuration documentation for systems. |
| **Role Specific** | | |
| **Decision Making** | Uses initiative to take action when needed.  Uses knowledge of the current IT technical and security landscapes to inform decision-making and escalation to management. | Uses initiative to influence actions of team.  Uses knowledge of emerging technologies and security threats to inform and influence management. |
| **Problem Solving** | Applies creative thinking and breadth of understanding of IT systems, services and technology to troubleshoot and analyse issues and requirements.  Deals efficiently with such issues, gathering information, doing research, and providing solutions quickly.  Pro-actively reviews protocols and configurations to ensure legal compliance, risk management, efficiency, and optimal customer experience. | Develops familiarity with new or unknown systems from first principles, without extensive training. |
| **Knowledge, Skills and Experience** | Working knowledge of operating systems, particularly:   * Windows 10 * Windows Server 2019   Working knowledge of Microsoft cloud infrastructure and applications including:   * Azure virtual machines and networks * Azure Active Directory * Microsoft 365: Teams, SharePoint, Exchange Online   Experience in application technologies:   * CRM SaaS e.g. Dynamics 365 * PaaS e.g. Power Platform * Cloud automation e.g. Power Automate * Mobile Enterprise Management e.g. Intune * Web content platforms e.g. WordPress * Database admin e.g. SQL Server   Working knowledge of security around all of the above.  Demonstrable experience of managing multiple IT projects. | Formal qualifications in IT service management e.g. ITIL, project management e.g. PRINCE2, development methodology e.g. Agile.  Experience of other operating systems e.g. macOS, Linux, iOS, Android.  Experience in application development.  Design, implementation and/or architecture experience in those technologies listed as ‘essential’.  Experience in configuration or administration of other systems:   * ITSM e.g. Zendesk * e-Marketing e.g. ClickDimensions * Finance e.g. Sage * Business intelligence e.g. Power BI   Demonstrable experience of managing an IT programme.  Experience of developing IT strategy.  Experience of developing cyber security strategy, or leading its implementation. |