

**Function:** Digital Services  
**Role Title:** IT Technician Team Leader (G7)  
**Reports To:** Head of Technical Services

### Overview

Digital Services (DS) refer to the application of business and technical expertise to enable the creation, management, and optimisation of or access to information and business processes. This function is the first point of contact for end user issues and is supported by Digital IT Service Desk, Technical Services and Operations Management.

The purpose of the IT Technician Lead role is the day-to-day solution focused management of a large team of IT Technicians providing comprehensive 2nd line technical support including the diagnosis, repair and maintenance of hardware and software components alongside the support of Staff, Students and Faculty members remotely and in person across the Campus. Driving improvements in quality and championing best practice within the team.

Providing management reporting and resource planning to ensure appropriate staffing levels are available to support the delivery of project and planned works without compromising on the BAU support capability.

The Digital IT Service is a 24/7 operation and there may be a requirement to work out of hours, when required to ensure high service availability and completion of planned changes.

### Responsibilities

- Demonstrates leadership & the ability to communicate and present in every direction (downwards, upwards, to peers)
- Responsible for personnel development within the Technician team, including role reviews and the Performance & Development Review (PDR) to ensure each team member is operating productively, developing & refining skills, and maintaining a healthy work/life balance.
- Responsible for the creation and implementation of Digital IT processes – i.e. End User Device Patching process
- Creation of technical improvement and software roadmaps which deliver against the Digital IT vision
- Installing, servicing & operating equipment such as workstations, projectors and large screens, PA systems & mixing desks, and video conferencing equipment.
- Manage the cross-skilling initiative within the IT Technician team
- Develop specialist knowledge and act as a subject matter expert for software
- Logistical support across a multi-site environment inc. shipping, deliveries
- Delivery of incidents, service requests within the defined service level agreements
- Identifies and delivers continual service improvement initiatives which enhance the user experience, deliver operational efficiency and/or support the University strategy
- Instigating proactive IT diagnostics in addition to rapid, reactive problem solving i.e. triage, escalations/urgent assistance or complex tickets which require co-ordination with wider IT functions
- Creation and maintenance of documented processes; supporting and refreshing the Digital IT training knowledge base
- Operating within the Digital IT implementation of the ITIL framework, with application of Agile processes where appropriate to support the DIT transformation roadmap
- Develops a working understanding of risk & governance, procurement and cyber policies
- Operationalises support provided by our 3rd parties/vendors to deliver quality outcomes
- Collaborates within IT and other business areas to deliver the Digital vision

### Salford behaviours

- **Connecting:** Consciously connects with people to build trusting relationships over time and helps others to form networks that will support them in their work and learning
- **Evolving:** Creates a better future through a constant focus on improvements and innovation
- **Co-creating:** Works with and through others to generate the best possible ideas and solutions.

### Qualifications – Professional Skills Certifications (essential or desired)

- Graduate qualification or relevant professional experience (essential)

### Background & Experience

- Experience of managing a large team supervising activities and completing work allocation for a technical team
- Substantial experience in IT in a diagnostic and problem-solving role including, SCCM and O365 Administration
- In-depth understanding of diverse computer systems including, AV systems and controls, Windows, MacOS/iOS
- Experience of installing and configuring appropriate software and functions according to specifications

## Skills Framework for the Information Age (SFIA) - IT Skills & Competencies

Skill name & key responsibilities	SFIA Level	SFIA skill-level description selected for this role
<b>Knowledge Management</b>	5	Provides advice, guidance, and support to help people to adopt and embed best-practice approaches to information and knowledge management into all areas of their work. Evaluates and selects appropriate knowledge management methods and tools in line with agreed policies and standards. Promotes collaborative technologies, processes and behaviours to facilitate sharing of ideas and work-knowledge among internal teams and external partners. Provides support for the establishment and nurturing of communities of practice, including workshops, one-on-one guidance, and troubleshooting. Develops and implements processes and behaviours which help people easily access and use data, learning, and knowledge to improve performance. Shares ideas and examples of existing practices to encourage adoption. Implements knowledge management at programme, project and team level including tailoring in line with agreed standards. Contributes to the definition of organisational policies, standards, and guidelines for knowledge management.
<b>Porting/Software Configuration</b>	5	Leads a team, providing expert technical knowledge in the systems testing of platform-specific versions of the software products, on varying platforms. Provides specialist guidance information to support, systems testing and quality assurance functions to assist in improving procedures.
<b>Specialist advice</b>	5	Actively maintains recognised expert level knowledge in one or more identifiable specialisms. Provides definitive and expert advice in their specialist area(s). Oversees the provision of specialist advice by others, consolidates expertise from multiple sources, including third party experts, to provide coherent advice to further organisational objectives. Supports and promotes the development and sharing of specialist knowledge within the organisation.
<b>Systems Installation/decommissioning</b>	4	Undertakes routine installations and de-installations of items of hardware and/or software. Takes action to ensure targets are met within established safety and quality procedures, including, where appropriate, handover to the client. Conducts tests of hardware and/or software using supplied test procedures and diagnostic tools. Corrects malfunctions, calling on other experienced colleagues and external resources if required. Documents details of all hardware/software items that have been installed and removed so that configuration management records can be updated. Develops installation procedures and standards, and schedules installation work. Provides specialist guidance and advice to less experienced colleagues to ensure best use is made of available assets, and to maintain or improve the installation service.
<b>Security Administration</b>	3	Investigates minor security breaches in accordance with established procedures. Assists users in defining their access rights and privileges. Performs non-standard security administration tasks and resolves security administration issues.
<b>Incident Management</b>	5	Ensures that incidents are handled according to agreed procedures. Investigates escalated incidents to responsible service owners and seeks resolution. Facilitates recovery, following resolution of incidents. Ensures that resolved incidents are properly documented and closed. Analyses causes of incidents and informs service owners in order to minimise probability of recurrence and contribute to service improvement. Analyses metrics and reports on performance of incident management process.
<b>Customer Service</b>	5	Responsible for day-to-day management, resource planning and work allocation to meet agreed service levels. Specifies, agrees and applies standards. Ensures that tracking and monitoring of performance of service delivery through all channels (human, digital, self-service, automated) is carried out, metrics and reports are analysed, and issues are resolved. Drafts and maintains policy, standards and procedures for the customer service or service desk functions. Ensures that the catalogue of requestable and supported services is complete and current

One of our strategic ambitions, articulated in our current strategic framework, is to advance equality, diversity, and inclusion (EDI). This includes achieving greater diversity within our workforce and creating an inclusive working environment service wide. We will create a culture that is collaborative and innovative and that adapts to the changing needs of our clients. EDI will be fundamental to this culture. In this role, you can expect to: contribute to our thinking and be challenging on how Salford can transform the way it addresses equity disparities, embraces diversity, and becomes more inclusive.

The University of Salford is committed to an inclusive approach to equality and diversity. We make every effort to form shortlisting and interview panels that are diverse in terms of gender, age, ethnicity, nationality, and socio-economic background.