1 Advertisement

**Post Title:** Productivity and Collaboration Products Team Manager  
**School/department:** IT Services / Operations and Research  
**Hours:** Full Time 37.5 hours (Mon-Fri) Requests for flexible working options will be considered (subject to business need).  
**Contract:** Permanent  
**Reference:** 5297  
**Salary:** starting at £41,526 and rising to £49,553 per annum  
**Placed on:** 15 February 2021  
**Closing date:** 01 March 2021. Applications must be received by midnight of the closing date.  
**Expected Interview date:** tbc  
**Expected start date:** As soon as possible

This is an exciting and transformational time for IT Services at the University of Sussex, as we equip our community with enviable levels of digital capability and competence in a wide variety of leading-edge technologies, ensuring we succeed in the workplace of the future and in an evolving digital society.

Recognising the increasing dependence on modern digital technology in education, research, student services and university administration, we have developed an “Ahead of the Digital Curve” Strategy, that will refresh our IT portfolio to meet the University’s evolving needs. This is a fantastic opportunity for an enthusiastic, talented individual to join our Team on this journey and play a key role in radically changing the way we support our customers, helping to shape the future of services across the University.

The role is critical to developing our vision for communications, messaging and collaboration services and will pro-actively seek to understand our business stakeholder and customer needs. This is a highly collaborative post and you will be product focussed, an excellent communicator and able to discuss issues and requirements effectively with both technical and non-technical members of our community.

You will lead a team and have the ambition to thrive within a dynamic work environment, navigating degrees of uncertainty and change. Responding to customer and stakeholder feedback, you will use agile work practises to deliver our strategic objectives and roadmap vision. You will prioritise our customer needs, whilst developing and supporting mission-critical messaging and related services to the highest levels of availability.

Our successful candidate will have a broad technical ability, including significant experience with cloud based messaging systems, threat protection solutions, identity management platforms and familiarity with supporting integration technologies. You will be proficient in the day to day operation and management of modern IT infrastructures and able to resolve complex problems in a clear and methodical manner. You will also share your considerable experience, support the highest of standards and champion emerging technologies within ITS and across the University.

This is an outstanding opportunity to work at the University of Sussex, located on a beautiful
campus with many staff benefits.

For full details and how to apply see our vacancies page

The University of Sussex is committed to equality of opportunity

2 The School / Division

IT Services delivers a wide range of central and specialist Technology and Information Services to users across our Campus and beyond.

We have 4 main teams delivering these services through a developing service management delivery model:

**Strategy and Architecture**, ensuring our technologies, policies and standards are secure, up to date and that plans to replace, upgrade and improve our technologies and systems are aligned and prioritised around the University's strategic plans and objectives.

**Operations and Research**, work across the research, teaching, professional services and student communities to create strategies and plans, ensuring outstanding service provision across the day-to-day operational activity of ITS.

**Projects and Programme Delivery**, provides management and delivery of projects and major change programmes and provides assurance through a central IT Project Management Office (PMO).

**Business Relations**, transforming the relationship between ITS and its stakeholders helping meet its ambition of being a globally recognised leader in the use of digital technologies in education, research, student services and university administration.
3 Job Description

Post Title: Productivity and Collaboration Products Team Manager
School/department: IT Services
Section/Unit/School: Operations and Research
Location: Shawcross Building, Falmer Campus
Grade: 8
Responsible to: Head of Technical Operations
Responsible for: A team of Collaboration Product Specialists who manage, monitor and maintain the University’s mission-critical applications and software, which support key messaging and communication services used throughout the teaching, research and administrative functions.

Purpose of the post
The Communications and Collaboration Products Team Manager is critical to developing our vision for Messaging and Collaboration services and will pro-actively seek to understand our business stakeholder and customer needs. This is a highly collaborative role and will be product focused, with the ability to communicate and discuss issues and requirements effectively with both technical and non-technical members of our community.

As a Team Manager, they will work closely with Senior Management and the Project Programme Manager function to deliver multi-year plans for strategic technology roadmap improvements, which support evolving business requirements of the University. They will also act as a champion for change and innovation within the Communications and Collaboration Products Team and across the University’s user community, leading on initiatives that deliver new value to our staff and students, including for teaching and learning scenarios. They will be proactive in bringing forward opportunities based on technology and product advances, including appropriate exploitation of Cloud platforms and the development of new skills.

As well as providing the management and leadership to ensure successful day-to-day operations and excellence in service delivery by their team, the role will also be responsible for collaborating with colleagues to mature our agile based, product delivery processes. They will also strengthen working relationships with other ITS Teams to foster shared working practices and overarching coherence of the ITS technical architecture.

Acting as a visible representative from ITS and working with colleagues from our Business Relations team, the Communications and Collaboration Products Team Manager will build and maintain strong links across the University’s professional, student and research communities to ensure a full understanding of their aspirations and goals. They will lead engagements and dialogue to promote co-design of technological solutions and innovative new services that help our customers achieve their goals. This will include the development of relationships with external partners where these may offer strategic value, including other Universities and Institutions, professional bodies, commercial organisations and suppliers.

The post holder will have excellent hands-on technical skills to manage, monitor and maintain our mission-critical platforms, which support key messaging and communication services used throughout the teaching, research and administrative functions. The role will support both staff and student solutions, including, managing and operating secure enterprise grade messaging platforms, identity management solutions and mobility software. They will be responsible for suite of cloud centric products and platforms, hosted on local infrastructure, at remote sites and via our technology partners. They will also ensure products are delivered and supported robustly and efficiently using our DevOps toolsets, service automations & integrations and agile productivity software and processes.
Working to support our strategic roadmap programme, the post holder will lead on evaluating solutions, provide advice and make recommendations to the senior management team on the most appropriate ways to meet the University’s messaging needs. They will deliver the technical solutions and integrations required by all dependant projects.

**Key responsibility**

| **Communication** | • Excellent communications skills, both written and verbally, including delivery of formal presentations and preparation of formal reports and papers.  
|                  | • Ability to translate highly technical information into non-technical, easily understood language and communicate clearly and persuasively.  
|                  | • Share insights on product and technology roadmaps, trends and emerging capabilities and bring forward proposals to capitalize on these to deliver new value to the Sussex community. |

| **Teamwork and Motivation** | • Use leadership and management skills to set a clear direction for the team delivering product based solutions to via agile work practises.  
|                             | • Lead the team to maintain motivation and engagement through challenges and change.  
|                             | • Use knowledge of individual skills and interests to assign work within the team, promoting knowledge sharing to ensure no single points of failure exist.  
|                             | • Collaborating with colleagues in other ITS and with technical and IT colleagues in the Schools to promote ‘one team’ thinking and shared working practices. |
| **Liaison and Networking** | - Pro-actively seeks to understand business stakeholder and customer needs.  
- Share insights on product and technology roadmaps, trends and emerging capabilities and bring forward proposals to capitalize on these to deliver new value to the Sussex community.  
- Pro-actively identify and build trusted relationships across Professional Services and academic departments at the University to aid achievement of shared and individual objectives.  
- Work closely with colleagues and stakeholders across to promote a coherent messaging environment across the University.  
- Develop relationships with peers at other universities and institutions and with technology vendors.  
- Represent ITS on operational governance groups related to Collaboration Services and participate in other governance groups as required. |
| **Customer Service** | - Seek, collect and respond to customer and stakeholder feedback, appropriately adjusting future scope, timing and priority of work items.  
- Drive continual service improvement and bringing forward proposals for service solutions that support their needs and help them to achieve their goals.  
- Work with ITS Operational Heads of Service to agree shared best practices in service delivery.  
- Work with service users and other stakeholders to agree appropriate Key Performance Indicators (KPIs) and other metrics to measure the efficiency and effectiveness of the messaging services.  
- Prepare periodic reports on service performance, using metrics and user feedback to enact change to improve the user/customer experience.  
- Lead the team in day-to-day operations to ensure performance targets are met, taking any remedial action as necessary. |
| **Decision Making** | - As Team Manager and Service Owner, make independent decisions on a daily basis in relation to operational matters arising.  
- Act as ultimate authority in relation to complex technical problems arising, taking decisions on approach to diagnosis and resolution.  
- Lead the review and analysis of technical change proposals relating to messaging and supporting services, acting as senior authority for approval or re-work.  
- Use experience, skills and judgement to evaluate risks and balance these against desired outcomes. |
| Planning and Organizing | - Maintain the roadmap/backlog of work items/deliverables to deliver the strategic vision, products and solutions.  
- Working with Programme Management, plan and lead team activities and tasks to deliver Projects.  
- Working with the Senior Management team, establish multi-year roadmaps for the continual development and refresh of messaging services, including the decommissioning of obsolete equipment and capacity planning.  
- Independently manage own time to ensure delivery of outcomes against agreed deadlines, across a diverse and changing portfolio of operational, project related and management tasks.  
- Organise and manage the team on a day-to-day basis to ensure effective organisation of shared and individual activity. |
| Initiative and Problem Solving | - Collaborates with colleagues in IT Services and the wider organization as needed to resolve business priority conflicts.  
- Lead the team in investigating and diagnosing complex technical problems that may have no precedent, determining methodology, tools and approach to be used.  
- Lead the team in determining appropriate workable responses and solutions to problems identified, seeking to involve colleagues from other teams as appropriate.  
- Seek to automate system and operational tasks wherever possible to increase efficiency and reliability, allowing the team to prioritise activities that rely on their specialist expertise and deliver value directly to researchers.  
- Identify opportunities for service improvements, cost reduction and greater efficiency, implementing as appropriate.  
- Represent Messaging and their supporting services in departmental discussions relating to technical standards and systems integration, using own judgement, experience and ability to think strategically to balance competing needs and agree solutions. |
| Analysis and Research | - Work with architecture and strategic functions to develop a vision for Messaging and Collaboration services and products.  
- Analyse complex and diverse requirements, working with colleagues to translate these into technical designs and specifications.  
- Lead an active programme of investigation and research into new technologies that have the potential to enhance and further support the University’s research computing activities.  
- Based on the above, bring forward evidenced proposals for technology change or the development of new services. |
Team Development

- Develop junior colleagues through a blend of coaching, mentoring, giving positive and negative feedback constructively, and agreement of Personal Development Plans.
- Building a ‘learning culture’ within the team, promoting knowledge sharing and demonstrating an aptitude and keenness to acquire new skills and develop new expertise.

This Job Description sets out initially planned duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed.

4 Person Specification

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<th>Knowledge</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>1. Significant experience managing and operating secure enterprise messaging platforms, identity management solutions and mobility technologies, including: Email Hygiene products (e.g. Mimecast), Exchange online, IAM software (e.g. Okta) and Microsoft EMS Bundled Products.</td>
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<tr>
<td>2. Broad knowledge of configuring, monitoring and managing Microsoft’s cloud based platforms and related technologies, including: Microsoft Office 365 admin portal, Exchange Online admin centre and Microsoft Azure portal.</td>
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<td>3. Knowledge of Agile and DevOps toolsets, service automation &amp; integration software and productivity technologies, for example: Ansible, bash, Python, YAML, Azure DevOps Services, GitHub, Containers, Kubernetes, SAML, Oauth, JIRA etc.</td>
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<td>4. Experience operating, monitoring and maintaining large PaaS and SaaS services and Hybrid infrastructures.</td>
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<td>5. Strong working knowledge of securely configuring, operating and monitoring standard Microsoft services, software and protocols, typically: PowerShell, SCCM, Active Directory, Azure AD, ADFS, DNS and DHCP, SMTP, MS-SQL Server and the support of legacy Windows systems.</td>
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<td>6. Extensive, general IT knowledge gained in a hands-on service oriented role.</td>
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<th>Skills</th>
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<td>1. Excellent communication skills, including written and verbal, able to inspire your team and business stakeholders.</td>
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<td>2. Significant collaboration experience working with IT colleagues and the wider organization to manage business priorities and conflicts.</td>
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<td>3. Able to thrive within highly dynamic work environment, navigating degrees of uncertainty and frequent change.</td>
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<td>4. Ability to maintain an extensive roadmap backlog of work items adjusting future scope and timings to suit priorities.</td>
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<td>5. Practical and demonstrable, problem solving skills gained in a large IT environment with complex user requirements.</td>
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<td>6. Excellent stakeholder engagement and product development skills, understanding, developing and supporting key customer service requirements.</td>
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7. Ability to share insights on products and technology roadmaps, trends and emerging capabilities, which add value to the organization.

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<th>Experience and Qualifications</th>
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<tr>
<td>1. Significant professional experience in a product delivery driven technical role.</td>
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<td>2. Experience as hands-on, technical line manager working to agile delivery practices.</td>
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<td>3. Experience of agile and DevOps principles, working with common services delivery concepts (e.g. Scrum and Kanban) and supporting service delivery software (e.g. Jira).</td>
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<td>4. Experience working directly with customers and senior stakeholders, actively seeking to understand business requirements and translate customer and stakeholder feedback into product enhancements.</td>
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<td>5. Experience leading and delivering complex technical roadmap projects and iterative solution improvement initiatives.</td>
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<td>6. Experience working in a service-oriented environment with standard service management toolsets and processes.</td>
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<td>7. Educated to degree level or equivalent workplace experience.</td>
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