### PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

<table>
<thead>
<tr>
<th>Job Title: Head of Research, Teaching and Learning Applications</th>
<th>Department: IT</th>
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</thead>
<tbody>
<tr>
<td><strong>Knowledge, Education, Qualifications and Training</strong></td>
<td></td>
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<tr>
<td>Essential</td>
<td>Desirable</td>
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<tr>
<td>Degree in Computer Information Systems / Computer Science, Information Systems, or other related field, or equivalent professional experience</td>
<td>x</td>
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<tr>
<td>Master’s Degree in a related field</td>
<td>x</td>
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<tr>
<td>Prince 2 Certification</td>
<td>x</td>
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<tr>
<td>ITIL foundation accredited</td>
<td>x</td>
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</table>

**Skills and/or Abilities**

- Demonstrated IT experience and proficiency in multiple disciplines/technologies/processes related to the position including development, implementation, and maintenance of large scale integrated systems across multiple hardware and software platforms. (x Application form/Interview)
- Strong leadership skills with the ability to manage, influence and motivate teams in the successful delivery of complex application projects (x Application form/Interview)
- Experience of managing an IT service team, including balancing priorities, scheduling, and forward planning of work and resources to meet supply and demand. (x Application form/Interview)
- Proven track record of delivering innovative solutions on the current Microsoft Technology stack (x Application form/Interview)
- Expert in Windows, PC, and platform operating systems, including Windows Server, Windows 7, Windows 10, Windows 8, Microsoft SQL Server (x Application form/Interview)
- Expert Knowledge of Moodle, Turnitin, Panopto, Pure, Plagiarism, Mediasite, Arkivum (x Application form/Interview)
- Technical knowledge of Database and Middleware technologies - in range of SQL Server, MySQL, Biztalk, SSIS, APIs (x Application form/Interview)
- Knowledge and experience of Cloud, Hybrid and on-premises storage systems such as Drop Box, Figma, Knowledge of systems design and working with a Technical Design Authority (x Application form/Interview)
- Experience of Software & Release Management; Change Control (x Application form/Interview)
- Experience of ITIL Service Delivery – Incident and Problem Management (x Application form/Interview)
- Excellent writing and technical documentation skills to produce clear technical papers, requirements documents, project reports and Systems Architecture diagrams (x Application form/Interview)
- Knowledge and experience of Visio & MS Office productivity tools (Word, Excel, email etc.) (x Application form/Interview)
- Supplier/Vendor Relationship Management experience (x Application form/Interview)
- Experience of Scrum and practical experience of working as part of a Scrum/agile team (x Application form/Interview)

**Personal and Interpersonal Qualities**

- Exceptional command of written and spoken English; highly numerate (x Interview)
- Strong interpersonal skills; used to build credibility and develop effective relationships with proven ability to forge effective professional relationships at all levels, working collaboratively and influencing, persuading and negotiating at all levels (x Interview)
- Ability to present and explain complex and detailed technical information (x Interview)
- Excellent analytical and problem solving skills with "can do" approach (x Interview)
- Has a methodical, meticulous, organised approach to work (x Interview)
- Ability to effectively prioritise own workload and others (x Interview)
- Self motivated, highly proactive and performance driven (x Interview)
- Sensitive to the needs of students and staff (x Interview)