



Job Title: Team Lead (BI, Integration & SQL)
Grade: 8
Salary: £44,045 to £49,553 per annum
Department: IT Services
Hours/Contract: Permanent, full time
Reference: 1180

Role Purpose

You will design and configure services supporting the University’s critical business processes, including Business Intelligence, Integration & Microsoft SQL Server based applications, ensuring the service is designed to meet functionality, security, performance, scalability, availability and IT service continuity requirements.

You will have an excellent understanding of existing and emerging technologies in the areas of Microsoft SQL (Including Azure DB), Integration and Business Intelligence.

The role is both technical and managerial, as Team Leader you will be responsible for managing and inspiring a team of Specialists working with the same technologies, providing technical leadership, guidance and direction.

You will represent the wider IT Solutions Team in forums such as architecture review boards and support Solution Architects and Development leads in technical areas.

Resources Managed

As an Application Services Team Lead, you will have responsibility for managing and inspiring a team of Specialists working with the same technologies, providing technical leadership, guidance and direction and supporting the Head of Application Services in the management and allocation of the pipeline of work requests.

Main Duties and Responsibilities	% Time
Design and configure critical services: <ul style="list-style-type: none"> Analyse requirements and formulate costed design proposals for developments to meet performance, scalability, availability, business continuity and security requirements Plan the detailed technical work packages involved in development projects through design, installation, configuration, integration and testing taking responsibility for the estimation of staffing required at each stage Produce technical design documentation including specifying detailed hardware and software configurations as required. Where required, lead on the production of solution design diagrams for the review and approval of the Solution Design Authority. Take a lead technical role in development projects frequently acting as the team leader for work packages or sprints within the project and directly undertaking the most complex and challenging aspects of the design 	45%





<ul style="list-style-type: none"> • Under the guidance of the Head of Application Services, design and document standards that will be applied during the development overseeing compliance with these by the team where appropriate. • Produce appropriate operational, support hand-over and end-user documentation 	
<p>Take the lead in running one or more critical services:</p> <ul style="list-style-type: none"> • Diagnose and resolve complex incidents and problems escalated from the Service Desk and IT Operations teams. • Liaise with suppliers to report defects. • Plan and lead preventative maintenance and upgrade work, preparing change requests and undertaking impact analysis as necessary • Manage authorisation profiles • Use system management tools to monitor capacity and identify trends in patterns of demand to inform service development planning • Maintain awareness of product development roadmaps, known problems, planned fixes and upgrade paths. • Analyse server health check logs and other sources of data which may indicate problems such as attempted security compromises, performance bottlenecks etc • Update IT service continuity plans as systems are changed • Test IT service continuity plans as necessary 	25%
<p>Developing Self and Others</p> <ul style="list-style-type: none"> • Provide consultancy to other IT staff within ITS and the wider University. Advise on how other systems and services need to integrate with services within the area of expertise. • Deliver training to staff or students where the particular skills and knowledge required makes this appropriate. • Maintain and develop specialist skills in line with the needs of the service including the investigation and evaluation of new developments and technologies. 	10%
<p>Team Lead</p> <ul style="list-style-type: none"> • Management of the team including ongoing performance management, team development, coaching and support • Support the Head of Application Services in managing the pipeline of new work requests received • Support the continual development of Application Services best practices within ITS • Being part of the ITS Application Services management team, leading by example and driving improvements within the wider team. 	20%





Internal and External Relationships

- Daily contact with other team members.
- Daily contact with other teams in dealing with problems/queries directed to application services.
- Weekly contact with other teams and with IT Services Directorate in planning service developments
- Regular contact with clients across the University and end users to gather requirements, support user acceptance testing and resolve problems that have been escalated.
- Negotiation and discussion with system suppliers, external consultants and maintenance providers in developing services and dealing with complex issues.
- Contact with peers at other sites with similar service requirements.
- Occasional presentations, both internal and external, on service developments and proposals.

Planning and Organising

- Forward planning for major service developments with lead times of 6 – 24 months.
- Planning/scheduling of hardware and software upgrades with lead times from weeks to months, minimising loss/degradation of services.
- Co-ordinating team effort related to specialist support area(s).
- Organising own workload to meet the requirements of the team and service provision/development.

Qualifications, Knowledge and Experience

Essential

- A substantial relevant experience working in a complex IT organisation with a systems design and administration background *
- Excellent conceptual knowledge of the major components constituting a modern IT architecture
- Excellent experience of the engineering disciplines required to run highly available IT services
- Experience of the full range of systems analysis and design skills: analysis and design; user requirement specification; systems requirement specification; technical specification; system implementation; data migration; system testing; user documentation and user training
- Expert in the design and administration of systems using the following technologies:
 - Microsoft SQL Server 2008/2014/2016 Azure *
 - Microsoft SQL Server Integration Services *
 - Web-fronted database services (IIS and MS SQL) *

Desirable





- Educated to degree level (or equivalent) preferably in an IT related discipline or with equivalent additional experience*
- PowerBI Services *
- Experience in Higher Education
- IT Service Management (ITIL) Foundation
- Prince2 Project Management Foundation

Skills, Abilities and Competencies

Essential

- Highly developed analytical skills and problem solving ability. Able to lead others through a structured problem solving exercise.
- Good inter-personal skills
- Good verbal and written communication skills *
- Customer focussed. Capable of engaging and working with senior clients and end users at every level to understand business requirements, translate these into system specifications and deliver services to support them *
- Excellent team player. Able to lead a small team
- Able to work with minimal supervision. Self-confident and self-motivated. Able to organise, prioritise and plan own work

Desirable

****Criteria to be used in shortlisting candidates for interview***

VITAL

The University encourages all staff to live our [VITAL values](#) which are:
Valuing People, Innovators, Together, Accountable, Leaders.

Equality and Diversity

We believe that equality, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equality support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equality, diversity and inclusion.

