

IT Support Manager Information Technology (IT)

The Glasgow School of Art

The Glasgow School of Art (GSA) is one of Europe's leading independent university-level institutions for the visual creative disciplines. Our studio-based, specialist, practice-led learning and research draws talented individuals with a shared passion for visual culture and creative production from all over the world.

Originally founded in 1845, today we have 2300 students studying across architecture, design, digital, fine art and history and theory. As we develop new academic programmes and enhance our areas of expertise and inter-disciplinarity, our ambition towards 2018 is to continue to grow our student community in Glasgow to our 25% target, and continue to grow our research profile and campuses in Singapore and the Scottish Highlands and Islands. Our internationalisation strategy is embedded across our academic programmes and research, connecting the GSA with some of the world's leading universities and specialist higher education institutions.

Recognised by the Scottish Funding Council as an independent, specialist institution the GSA is an important and integral part of Scotland's higher education provision. Working in partnership with universities across Scotland and the UK, our degree programmes are validated by the University of Glasgow. The University of Glasgow has validated our programmes since 1992 and whilst the Senate of the University has ultimate responsibility for the awards, there is maximum delegation to the GSA for its own quality assurance procedures. The School, through its Academic Council, is also responsible for the development, monitoring, evaluation and updating of its academic framework.

Our 185 academic staff, 80% of which are research active, form a strong creative community united in the ambition to see GSA positioned as a global leader in studio based research and teaching, transforming thinking by developing creative approaches with new audiences, locally, nationally and internationally. As one of the UK's largest and most intensive research communities for the visual creative disciplines, GSA's research activity is clustered into the following interdisciplinary themes:

- Architecture, urbanism and the public sphere
- Contemporary art and curating
- Design innovation
- Digital visualisation
- Education in art, design and architecture
- Health and wellbeing
- Material culture
- Sustainability

Moving forward GSA has ambitious plans to develop its research profile further through internal collaboration and new partnerships with National and International Organisations. We recognise the distinctive contribution made by visual creative disciplines within the rapidly growing interdisciplinary research agenda and seek to position GSA as a global leader in this field. This will involve development and mentoring of GSA's own research talent, recruitment of the best new staff, the securing of higher levels of external research funding to support research projects and further growth in the scale and activity of GSA's PhD community.

While we are firmly rooted in Glasgow, one of Europe's leading creative cities, we are international in outlook with one of the UK's highest percentages of international students and one of Scotland's largest percentages of students from the rest of the UK. Over the last five years over £65 million has been invested in our estates including the recently opened Reid Building. Further investment is currently being planned which will create a cohesive creative campus with the iconic Mackintosh Building at its core.

We have a total income of over £30m, and our aim is to cultivate conditions in which the GSA can continue to achieve great things through what we do, with whom we do it and through creative approaches build on our existing strengths and distinctive assets, in order to:

- Achieve excellence and leadership in student-centred studio-based learning
- Engage with new audiences through inter-disciplinary research
- Extend our global reach and creative engagement
- Be a robust and efficient institution – maximising our resources and our potential

The Studio

Our studio-based approach to learning and innovation has particular relevance in the 21st Century. The place of the studio in creating the environment for inter-disciplinarity, peer learning, critical enquiry, experimentation and prototyping can help to address many of the grand challenges confronting society and contemporary business. It provides space to bring disciplines together, exploring problems in new ways to find innovative solutions. Studio is at the heart of our pedagogy, how we work and how we engage with others.

Information Technology (IT) Department

The IT department is responsible for the provision of all ICT services within the institution and this includes managing and developing the technical infrastructure, procuring ICT systems and services and ensuring that ICT users are provided with appropriate support.

In support of ICT users achieving their objectives, IT has a number of aims:

- Ensuring that the GSA has an appropriate technology and ICT support Infrastructure to meet its needs.
- The provision of easy access to high quality, up to date and relevant software and systems through local PC/MAC and Network based facilities.
- The provision of quality technical support to ICT users in their use of Information Technology
- Ensuring that GSA's systems are protected from misuse and abuse (e.g. hacking, accidental damage, virus etc.).
- The provision of support to departments in the development of their ICT plans thus ensuring a consistent institution-wide development plan for ICT.
- Ensuring the Institution obtains value for money from its investment in ICT

Organisational Structure

The post holder will report to the Director of IT who, after consultation with the post holder, will agree the work priorities of the post according to GSA operational needs and alignment with the overall ICT and organisational strategy.

The post holder will have line management responsibilities for the IT Support team.

The Role

Job Title : IT Support Manager

Location : GSA IT Department (6 Rose Street, Glasgow)

Reports to : Director of IT

Purpose : The post is responsible for the delivery of high quality and responsive IT support to end users, ensuring that IT support services are efficient and meet organisational standards and requirements.

Principal Accountabilities

- Provide leadership to the IT Support Team
- Deliver an effective IT Support function for staff and students within GSA
- Lead and promote adherence to IT support best practices such as ITSM
- Ensure end client security is robust and where applicable identify appropriate solutions
- Staff management, including appraisals, personal development and training plans
- Day to day relationships with business to deliver excellent customer service
- Develop proposals to enhance IT support
- Research and development of technologies to provide sustainable IT support solutions
- Be a proactive member of the IT Senior Management Team
- Deputise for the Director of IT when required

Main Duties

- Lead the Support Team by example, creating an environment based upon trust, open communication and a coherent team vision
- Develop key reporting metrics to measure the effectiveness of the IT Support function
- Responsible for end client IT security including mobile working
- IT Asset Management – develop efficient and robust IT Hardware and Software licensing inventories ensuring sustainability
- Develop effective and efficient image deployment to devices
- Responsible for the delivery of projects in adherence to content, standards and timelines
- Manage 3rd parties, including IT Hardware, software licenses and mobile phone providers
- Documentation, Policies and Procedures in relation to IT support and use of equipment
- Close liaison with IT Network and Infrastructure Manager, develop demarcation of duties between teams
- Active participation with sector peer groups in relation to IT support and security
- Provide high level technical advice to IT colleagues and the GSA user community where applicable
- Define priorities within the IT Support Team
- Keep up to date with advances in IT support and security solutions
- Provide 3rd line support where required

Relationships

The post-holder is required to establish and maintain close working relationships with management and users, other Information Technology staff within GSA, and suppliers and Computing Services staff in other HE institutions as appropriate.

Principal Internal Contacts

- Director of IT
- Estates
- GSA department contacts
- Student Representatives

Principal External Contacts

- 3rd party suppliers and providers (hardware, software and solutions)
- Mobile Telephony providers
- Peer groups within HE/FE sector

Person Specification

Qualifications

- MCSA / MCSE
- ITIL (Problem and Incident Management)

Experience

A good breadth of technical and managerial experience ideally in the following:-

- Previous experience within a similar role
- Management of an IT support team during a period of change
- Proven examples of rationale for enhancements and outcomes
- Good experience within a Microsoft desktop environment
- Knowledge and experience within an Apple Macintosh desktop environment
- Excellent Active Directory experience within a support environment
- IT Asset Management
- Remote Support
- O365 / Azure Cloud
- Anti-virus deployment and management
- Patch management
- Software deployment
- Mobile Device Management
- Device Encryption
- Cisco Call Manager administration
- Supporting VoIP / Video Conferencing solutions
- ITSM
- Project Management
- GDPR knowledge and understanding

Skills and attributes

- Excellent written and oral communication
- Develops staff through coaching, mentoring and personal development programmes
- Team player with a flexible can do approach to work
- Works well under pressure
- Self-motivated
- Excellent problem solving skills
- Standards driven
- Develops good working relationships with internal and external contacts
- Confident and courteous
- Willing to work outside normal hours when required

Terms and Conditions

Contract	Permanent
Probationary Period	It is recognised that there is an inevitable 'settling in' period in any post. The probationary period is therefore an opportunity for the employee to fit within the culture of the School. It should also be determined during this time whether the job is in line with expectations as expressed in pre-appointment discussions, interview and as set out in the Job Description. The probation period for this role is 6 months.
Salary	Grade 7, £37,706 - £47,722 per annum
Hours	35 hours per week
Holidays	35 days plus 11 statutory holidays per annum
Pension	Option to join the Local Government Superannuation Scheme
Notice Period	3 months