

From: Edinburgh College Freedom of Information
Sent: 16 May 2018 16:38
To: [REDACTED]
Subject: RE: FOI request

Dear [REDACTED]

Our Ref: 024/18

As of 1 October 2012, Edinburgh's Telford College, Jewel & Esk College and Stevenson College merged to create a single college called Edinburgh College.

We refer to your request for information dated 13 April 2018. The College has considered your request as a request for information under section 1 of the Freedom of Information (Scotland) Act 2002 ("FOISA"):

024/18 (1): How many users does the college's ICT team support?

Approximately 18,000 staff and students.

024/18 (2): How many workstations (any operating system platform) are in the college's ICT estate?

5,271

024/18 (3): How many servers (any operating system platform) are in the college's ICT estate?

36

024/18 (4): Can you provide the job descriptions of each role within the ICT team?

Please find attached the job descriptions for the following roles:

- Digital Devices and Quality Service Lead
- IT Digital Infrastructure Lead
- Development Service Lead (referred to in previous response as Business Solutions Development Lead)
- Junior IT Business Solutions Developer

Please note, we are unable to provide you with job descriptions for the remaining roles provided to you on 24 April 2018 (**Our Ref: 019/18**) as these are currently being updated. Please let us know if you would like a copy of the historical job descriptions.

Edinburgh College is subject to the provisions of the Freedom of Information (Scotland) Act (FOISA) 2002. If you are dissatisfied with this response, you may ask the college to review this decision. To do this, please contact the Head of Corporate Development at the postal address below or e-mail the Head of Corporate Development at governance@edinburghcollege.ac.uk describing your original request and explaining your grounds for dissatisfaction. (Please include in your review request, your name and home address for correspondence).

You have 40 working days from receipt of this letter to submit a review request to:

Head of Corporate Development

4th Floor

Edinburgh College (Milton Road Campus)

24 Milton Road East

Edinburgh

EH15 2PP

When the review process has been completed and if you are still dissatisfied, you may ask the Scottish Information Commissioner to intervene.

The Commissioner's online appeal service is available from their website:

www.itspubliknowledge.info/Appeal

The online appeal service is available 24/7 and offers you real time help and advice about your appeal.

You must appeal to the Commissioner within six months of receiving the review decision.

You also have the right to appeal to the Court of Session on a point of law following a decision of the Commissioner.

Regards

FOI Team

JOB DESCRIPTION

Post title	Development Service Lead
Department / Section	IT
Responsible To	Head of IT

Overall Purpose of Job

To lead and direct:

- The IT Development Team
- To mature the practise of Agile and Scrum projects
- Stimulate innovation and initiate develop for business systems and processes
- To assist the Head of IT with the applications strategy for Edinburgh College
- Deputise for Head of IT

Main Duties and Responsibilities

As part of the IT management team manages individuals and groups. Allocates responsibilities and/or packages of work. Provides support and guidance as required, in line with individuals' abilities. Delegates responsibilities as appropriate. Advises individuals on career paths, and encourages pro-active development of skills and capabilities. Sets targets, and monitors progress against agreed quality and criteria. Provides effective feedback, throughout the personal development management cycle, to ensure optimum development. Mentors individuals, possibly within other parts of the organisation. Participates, as appropriate, in formal processes such as grievance investigations and disciplinary procedures

Takes responsibility for areas of technical aspects of the Edinburgh College Digital Roadmap, including the design, development, procurement, installation, upgrading, operation, control, maintenance, of all web and mobile services/portals/apps, internal and external, ensuring effective use of digital interfaces for customers/students and staff and monitors their performance. Provides technical management for the specific areas of IT operations designated the 'digital platform', ensuring that agreed service levels are met and all relevant procedures are adhered to. Schedules and supervises all maintenance and installation work. Ensures that 2nd 3rd line operational problems are identified and resolved. Provides appropriate status and other reports to specialists, users and managers.

Ensures that there is a business perspective on how any new technical capabilities will be integrated into the business, including planning around key business cycles, selecting appropriate customers for migration, etc. Initiates the business implementation plan, including all the activities that the business needs to do to prepare for new technical components and technologies. Ensures the team deliver new service implementation plans that align with the overall college plans. Tracks and reports against these activities to ensure progress. Defines and manages the activities to ensure achievement of the projected business benefits after delivery. Outlines key business engagement messages that need to be communicated throughout programme/projects.

Line Management Responsibilities (where applicable)

A middle management role with a high level of organisational responsibility. There are approximately 4 permanent staff but, also varying number of temporary/contract staff and apprentices fulfilling specialist technical roles for specific projects and initiatives.

Please note that appointment to any post at Edinburgh College is subject to satisfactory completion of all recruitment checks. A start date cannot be confirmed until the College is in receipt of a satisfactory PVG disclosure.

JOB DESCRIPTION

Post title	Digital Device and Quality - Service Lead
Department / Section	IT
Responsible To	Head of IT

Overall Purpose of Job

To lead and direct:

- Campus Teams
- Helpdesk
- Quality and customer service improvements
- Deputise for Head of IT

Main Duties and Responsibilities

As part of the IT management team manages individuals and groups. Is part of the IT Project Board overseeing the IT Digital Roadmap programmes and projects. Responsible for major parts of the IT capital and revenue budgets. Allocates responsibilities and/or packages of work. Provides support and guidance as required, in line with individuals' abilities. Delegates responsibilities as appropriate. Advises individuals on career paths, and encourages pro-active development of skills and capabilities. Sets targets, and monitors progress against agreed quality and criteria. Provides effective feedback, throughout the personal development management cycle, to ensure optimum development. Mentors individuals, possibly within other parts of the organisation. Participates, as appropriate, in formal processes such as grievance investigations and disciplinary procedures.

Responsible for support across the college for the all-digital devices used within in the college, by staff and students including: Smart phones, Tablets, PCs, MACs, Laptops, Interactive White Boards, Smart TVs, and any other new and emerging devices. Maintains high quality day to day operations and capital projects either on campus or for external activities, such as outreach. Continually improve the quality of the IT service delivery, enhance the customer experience by introducing new services, integrating suitable ITIL practices in the IT service delivery and developing appropriate processes to deliver an excellent support service.

Line Management Responsibilities (where applicable)

A middle management role with a high level of organisational responsibility. There are 2 direct report campus seniors and of approximately 10+ permanent staff. Depending on the level of IT projects but, also varying numbers of temporary/contract staff fulfilling specialist technical roles for specific projects and initiatives.

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JOB DESCRIPTION

Post title	Digital Infrastructure Service Lead
Department / Section	IT
Responsible To	Head of IT

Overall Purpose of Job

To lead and direct:

- The Digital Infrastructure Team
- Technical Design Authority (TDA)
- Change Advisory Board (CAB)
- Deputise for Head of IT

Main Duties and Responsibilities

As part of the IT management team manages individuals and groups. Allocates responsibilities and/or packages of work. Provides support and guidance as required, in line with individuals' abilities. Delegates responsibilities as appropriate. Advises individuals on career paths, and encourages pro-active development of skills and capabilities. Sets targets, and monitors progress against agreed quality and criteria. Provides effective feedback, throughout the personal development management cycle, to ensure optimum development. Mentors individuals, possibly within other parts of the organisation. Participates, as appropriate, in formal processes such as grievance investigations and disciplinary procedures

Takes responsibility for technical aspects of the Edinburgh College Digital Roadmap, including the design, procurement, installation, upgrading, operation, control, maintenance (including storage and communication of data, voice, text, audio and images) ensuring effective use of IT infrastructure components and monitors their performance. Responsible for major parts of the IT capital and revenue budgets. Provides technical management for the specific areas of IT operation designated the 'digital platform', ensuring that agreed service levels are met and all relevant procedures are adhered to. Schedules and supervises all maintenance and installation work. Ensures that 2nd 3rd line operational problems are identified and resolved. Provides appropriate status and other reports to specialists, users and managers. Ensures that operational procedures and working practices are fit for purpose and current.

Ensures that there is a business perspective on how any new technical capabilities will be integrated into the business, including planning around key business cycles, selecting appropriate customers for migration, etc. Initiates the business implementation plan, including all the activities that the business needs to do to prepare for new technical components and technologies. Ensures sites deliver site implementation plans that align with the overall plan. Tracks and reports against these activities to ensure progress. Defines and manages the activities to ensure achievement of the projected business benefits after delivery. Outlines key business engagement messages that need to be communicated throughout the programme/project.

Line Management Responsibilities (where applicable)

A middle management role with a high level of organisational responsibility. There are no direct report team leaders with 3 permanent specialist staff but, also varying number so of temporary/contract staff fulfilling specialist technical roles for specific projects and initiatives.

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JOB DESCRIPTION

Post title	Junior IT Business Solutions Developer (EC)
Department / Section	IT
Responsible To	Service Lead – Development

Overall Purpose of Job

Working as part of the Digital Development Team, to design, develop, test, deploy and maintain all internal server-side and client-side code for Edinburgh College's full suite of applications, interfaces, websites and microsites.

To advise and build the development of technical innovation within the College. To contribute to and comply with the College's internal solution architecture, and standards.

System design, development and testing will be performed utilising the Microsoft Stack, programming in C# and the .NET Framework. Database creation and administration using Microsoft SQL Server. Agile project management exposure is desirable to this role (DSDM).

Main Duties and Responsibilities

This role provides the specialist skills required to deliver the IT Digital Road Map. These specialist skills are:

- C# .NET Framework
- SQL Server
- Dynamics CRM

Consultation; design; testing; and project implementation are also included in the broad skill set required for the role.

Developments will be delivered using C# and the .NET framework.

Agile project management methodology will be used, the role must:

- Be highly collaborative
- Work closely with the customer
- Deploy early to enable amendments
- Prioritise customer requirements regularly

The position requires high communication skills, must be solutions driven and highly adaptable towards end business benefits outlined within the projects.

Scrum meetings will be held five times per week, the position has a requirement to play a wide variety of roles within these meetings such as Scrum master, Solutions Developer, Technical Business Advisor and Business Visionary.

The duties include, translation of user stories to creation of tasks within Microsoft Team Foundation Server, Development/ maintenance on Edinburgh Colleges Website/intranet, existing applications and Experience using SQL.

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