# Job Description

**Position Systems Support and Project Lead**

**Band: Band 4**

**Department: Digital Strategy**

**Reports to: Head of Digital Strategy**  
**Hours:** **35 hours per week** (**Full Time)**

**Location: Tamworth (with occasional travel)**

**Salary Range: £32,000 - £35,000**

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| **Overview:**  The Institute of Leadership & Management is a professional membership body, here to inspire great leadership, everywhere. We're proud of our long-standing heritage, but our passion to innovate and challenge the norm steers us to the future. Our commitment to delivering leading insight and world-class service to our members drives us forward, but all this is only possible thanks to our people and team spirit.  To help accelerate our ambitions, we’ve embarked on an exciting growth phase - expanding our team and further extending our reach Internationally. Want in? Join us and be part of the journey! |
| **Job Purpose**:  As our suite of member benefits and market-leading products for both individual professionals and organisations increases, we have identified the need for a talented Systems Support and Project Lead to support our customer service teams and key stakeholders to deliver new technical solutions.  As our Systems Support and Project Lead you’ll play a vital role in ensuring high customer satisfaction and service quality levels by investigating system errors and technical issues and co-ordinating with relevant suppliers and teams to effect resolution. You’ll lead from initial logging to future-proofing against further issues – including liaising with technical suppliers to plan system updates, improvements and fixes. You’ll also support senior stakeholders by facilitating key projects with external suppliers, to ensure projects are delivered efficiently and on schedule.  We’re looking for a technically savvy and highly organised individual with great communicaton skills. Our ideal candidate will thrive on seeing things through to completion and achieving solutions that customers (internal and external) will value. |

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| **Role and Responsibilities:**   * Assist in co-ordinating operations and engineering teams to identify errors and anomalies. * Communicate with internal and customer-facing teams in support of status updates regarding open issues and implement actions in support of root cause analysis and problem remediation. * Liaise with suppliers and external technical teams to diagnose issues and identify solutions. * Facilitate and support key technical projects, working with external suppliers, including developers, designers and UX specialists and internal stakeholders. * Work with current and new 3rd party suppliers and service providers and have a strong appreciation of current contract commitments and limitations. * Manage supplier and service provider contracts, adherence to SLA’s and KPI’s, ensuring these are met and work is completed within agreed budget(s). Awareness of alternative 3rd party providers and new offerings in the market-place. * Successfully manage multiple technical issues, prioritising business critical projects and ensuring relevant teams and suppliers are informed and engaged. * Conduct digital product testing to ensure functionality and usability of products meet organisational/customer needs and are delivered on time and within budget. * Generate ‘user friendly’ content for self-help guides. * Produce relevant reports including; system usage, support demand/levels, issues log and other metrics (database size, time to resolve, etc). * Support the development of the MyLeadership learning platform, analysing performance, trouble-shooting technical problems, in conjunction with external technical teams. * Support other new digital developments and products. |
| **Key Skills and Experience:**   * Technically savvy with experience of working with CRM, CMS and digital learning platforms, experience of working with Microsoft Dynamics is desirable. * Digital product experience. UX experience preferable. * Experience of conducting product testing and evaluation and suggesting improvements and enhancements. * Windows/Office especially Excel, Word and PowerPoint. * Have strong customer service skills, with the ability to self-manage. * Experience of effectively managing relationships with third-party contractors and suppliers. * Excellent verbal and written skills, able to write clearly and interact well with audiences at all levels. Strong influencing skills. * Previous experience of running CRM queries, reports and dashboards would be advantageous. * Customer and quality focused with excellent attention to detail. * Excellent organisational, problem-solving and project management skills. * Degree (or equivalent) in computer science or related technical/technology-related experience is desirable. * Hold a full UK/EU Drivers Licence. |