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Putting ideas to work

**Job Description – Software & Systems Manager**

**Role Reports to the CEO (Interim Basis)**

**University of Manchester Innovation Factory – Overview**

*‘Commercialising The University of Manchester’s innovations and IP to create global social and economic impact.’*

The University of Manchester is committed to generating world class innovation that will create major social and economic benefit across the globe. The University of Manchester Innovation Factory Ltd is The University of Manchester subsidiary responsible for identifying and leading the commercialisation of its innovations and intellectual property.

The Innovation Factory has the objective of being the world’s most effective University Technology Transfer organisation.

The Innovation Factory works with academic inventors from across the University to identify opportunities that have the potential to create positive social and economic impact. It then translates these into a form where they can be used by industry and society as a whole. Access to innovations may be created via technology licensing or the formation of spin-out companies. The Innovation Factory aims to provide a world class service to academic colleagues and to attract and engage with important external stakeholders including: industry; entrepreneurs; licensees and investors; and corporate venture partners.

**The Information and Digital Communication Group - Overview**

The Innovation Factory‘s Information and Digital Communication Group is responsible for managing the internal, outward and inward flow of information, communications and market intelligence for the organisation.

The Group is responsible for the creation and ongoing management of a customised, fully integrated CRM/information management system designed to increase the productivity and effectiveness of the tech transfer organisation.

The Group also manages the information and communications flow to internal stakeholders (The University and academics, for example) and external stakeholders (such as investors, licensees, grant funders, government and the wider community interested in the University’s innovations and intellectual property).

The Information and Digital Communication Group will develop and manage digital communications tools capable of projecting targeted information to specific individuals or groups located across the world, giving the organisation a truly global reach.

The Group will also have the capability to internally generate high-quality marketing collateral to support the commercialisation of the University’s IP and build brand equity for the organisation and its new spin-out businesses.

The Group works with all other parts of the organisation, giving it the capability to effectively capture ideas and convert these into high-value assets.

**Software & Systems Manager**

**Key Accountabilities**

* Lead the development, management and implementation of the UoMIF’s IT applications, and be the point of contact for all queries remotely or in person.
* Take responsibility of the security and privacy measure to reduce risk around the business and strengthen areas that may be vulnerable to cyber-attacks using industry best practice.
* Remain up to date ensuring the planning and management of work streams.
* Undertake testing and implementing of new software, systems and platforms as well as overseeing updates, upgrades, migrations and outages.
* Communicate thoroughly to the wider UoMIF team prior to any upcoming changes and the effects they may have on end users.
* Lead of relevant and key pipeline projects
* Stakeholder management of all levels.
* Provide support on all IT system issues to maintain a consistently strong and effective workforce.
* Generate proposals and reports when required upon.
* On occasions, manage the external suppliers of IT solutions where in-house capabilities do not meet the requirements.
* Facilitating time repairs to company hardware devices such as laptops and mobile phones to maximize the life span of assets.
* Share expertise with the wider workforce to educate, enable and empower employees to self-diagnose and resolve minor issues themselves.

**Skills, Experience & Qualities**

* Experience working within a similar IT System role as the one listed above, additionally you will be a team player, well organised and thorough with your approach to getting stuck into all tasks required of you.
* You will have experience of working in a fast paced environment, and communicating technical details effectively and professionally to the staff of all levels.
* Up-to-date knowledge around cyber security best practices and the importance of it is essential.
* Qualified to degree level/L4 in a related subject e.g., *IT, Computing, Computer Science*.