Professional development processes

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Introduction

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Assistant Director of IT
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Why do you want to develop your colleagues?

“Train people well enough so they can leave, treat them well enough so they don’t want to.”

Source: https://www.virgin.com/richard-branson/look-after-your-staff
Learning Styles

- Visual
- Auditory
- Kinesthetic
- Reflective
Different Types

- Off-campus Courses
- Conferences
- Online Courses
- Staff Dev Programme
- Evening Classes
- Seminar/Workshop
- Academic Courses
- Prof Orgs UCISA
- Visits to other sites
- Self led Reading
- Buddy Mentoring
- Placement Secondment
- Shadowing
- Voluntary Activities
- Prof Orgs
Opportunities

Jisc
UCISA
Commercial
BCS
OWASP
Courses and Qualifications
Building the Business Case

• Demonstrate the application of previous training resources;
• How will the new training benefit the business;
• Align the request with the IT strategy;
• Include training as part of project activities;
• Some events provide “letter to my manager” examples;
• Watch out for UCISA bursary opportunities.
Integration

ABOUT LOUGHBOURGH UNIVERSITY
IT SERVICES

IT Services Specialist (Systems Infrastructure Team)

JOB REF: 01199519
July 2015

As part of the University’s ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable replacement is identified.

JOB DESCRIPTION

Job Grade: Management and business roles

Job Purpose
IT Services Specialists are part of the IT specialist team. They perform a broadly similar role across teams. They contribute to the work of the teams by supporting users and enabling them to use information technology effectively and productively. A key part of the role is to provide support to users and to provide technical advice and guidance on IT issues. They should be technically competent in their area of expertise.

Job Title: IT Services Specialist

To support, maintain and upgrade the University’s systems infrastructure and all supporting applications and supporting systems. This includes the following:

- User Management and User Account Creation
- Managing and monitoring of all systems infrastructure

Job Duties and Responsibilities

1. To take Service Management responsibility for at least one service area, including provision of a stable service, technical development, monitoring of service performance and SLAs, escalation and problem management, technical management of service management, new management, setting priorities and addressing problems, and users with technical issues.

2. Participate in projects, working across the University. To plan and develop new technical platforms to IT services and to establish new services in line with the business requirements. To manage and maintain technical platforms, and to work within technical areas in line with the University’s business requirements. To provide technical support, and to work within technical areas in line with the University’s business requirements.
What does the ideal engineer look like?

- Good business awareness: Prince II and ITIL training/qualification;
- Breadth of experience and interpersonal skills;
- They demonstrated the closest fit to the Person Specification.
Discussion and Feedback…