JOB DESCRIPTION

Job Title	Technology Administrator	
Reports to	Director, Technologies and Analytics	
Department	Executive Education	
Job Family	**Business Services**	**Level** 2

About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

About the Department

Executive Education designs and delivers world-class management and leadership development programmes including a portfolio of over 30 open enrolment programmes for individuals, and customised programmes for global client organisations. With an annual turnover of £40 million, Executive Education accounts for approximately 40% of the School's total revenue and is an essential part of the School's future strategic and growth plans.

The Customer Experience Team is ultimately responsible for the customer experience of participants, clients and staff. It consists of 5 sub-teams:

- The Client Experience Team is accountable for the operational client management, project management and budget management of the business's custom clients. In collaboration with the Participant Experience Team, it is also responsible for the delivery of outstanding executive programmes around the world.
- The Participant Experience Team is accountable for the seamless delivery of outstanding programmes across the globe.

- The Resource Management Team is accountable for the effective scheduling of people and space on Executive Education programmes and the collaboration with world class suppliers.
- The Technology Team is accountable for the effectively embed world class technologies that support seamless global delivery and impactful learning experiences on Executive Education programmes.
- The Business Support Team is accountable for the smooth and efficient running of Executive Education through the coordination and maintenance of the office space, the support of staff on office matters, the management of staff expenses and invoices.
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Technology Team: The team supports the development and delivery of outstanding digital learning experiences for participants and clients. It works closely with colleagues across Exec Ed and the School to meet these needs and standards. The team also supports the roll out and enhancement of critical business technology systems, such as MSDynamics. Due to the nature of the role, working patterns are managed on a rota basis Monday to Sunday based on business need.

Job Purpose

To deliver world class technology services to Executive Education's participants, clients and staff, supporting the selling, design and delivery of seamless and impactful learning experiences.

To lead and nurture a technology team that is recognised as a centre of excellence and support.

To contribute and support the execution of the School's and Executive Education Digital Learning strategy.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Delivery and Support

- Apply specialist technical knowledge across a range of different areas to deliver required services in line with defined processes, escalating queries or tasks if outside own technical knowledge and/or standard procedure for own area.
- Respond to requests from all stakeholders, providing specialist advice to deliver the information and/or understanding they require and provide an excellent service.
- Resolve operational day-to-day issues referred from across the School, ensuring an efficient and first-class service is extended to all stakeholders.
- Design and develop materials and policy guidance, with supervision from more senior colleagues, for use in the provision of an efficient and effective business support service.

- Provide training to colleagues or stakeholders on an area of specialism to upskill and educate others in the business support services provided.

Analysis and Reporting

- Independently collate, cleanse and analyse data, and make recommendations based on analysis to support the department's decision making process.
- Liaise across the team and other departments to prepare reports to inform review, planning and decision-making.

Compliance

- Undertake investigations and inspections of data, processes and working practices in accordance with established procedure to identify actual/potential compliance issues and recommend appropriate action.

Contractor Management

- Oversee onboarding of contractors who are delivering services for an area of specialism for London Business School so that they are aware of the policies, procedures and key deliverables

Collaboration

- Collaborate closely with team members and other departments across the School to enable cross department working, to raise the team's profile, and to drive consistency of approach/standards through the wider School, thereby enabling effective service delivery.
- Project Management
- Plan and deliver a range of straightforward projects, and/or contribute to more complex projects with guidance from more senior colleagues, to ensure delivery against project time, cost and quality standards, and targets.

Financial Management

- Monitor and review financial activity for own area of specialism to ensure the accurate completion of standard financial processes within budget and the provision of up-to-date information to support decision making.

Process Improvement

- Monitor processes, systems and practices within area of specialism, plan and carry out regular reviews to identify opportunities for improvement in light of changing needs, feedback and/or current best practice thinking; follow through on improvements once agreed.

People Management

- Please read the people management accountabilities section at the start of this Job Family document, and refer to the most appropriate level based on team size or level.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, and follow through on new activities or actions brought about change to help support its successful implementation.

KPIs:

- Delivery of high-quality service in area of specialism.
- Area/team compliance with necessary regulations/processes.
- Production of high-quality reports, with the identification of trends and issues.
- Timely and robust onboarding of contractors.
- Projects delivered on time, on budget and to quality standards and targets.

- Development of relationships within and outside the team, and positive feedback from colleagues.
- Improvements to processes and procedures in own area of specialism.
- Up-to-date and accurate financial information for own service area.

Systems Administration	• Input, collate and report on all programmes feedback • Collate, produce and distribute reports on EE systems based on user feedback • Provide local support and maintenance for users (staff and participants) and development /enhancement support mainly
LMS Administration	• Co-ordinate with programme teams and agree plans for programme build in the LMS • Design the course outline template in consultation with Programme teams • Manage and co-ordinate the collection of digital materials for each programme from faculty and programme managers • Operationally manage the process and build of programme areas in the LMS and ensure that they meet Executive Education minimum level standards and structure. • Take necessary steps to convert existing documents into appropriate LMS format where necessary and support the design of digital materials. • Define and manage operational processes to populate programme, course and subject areas with relevant information and course materials. • Manage the support of LMS users, assisting with their queries, training and issues.
Hybrid Delivery support	• Support delivery teams on communication systems such as Zoom, Teams, including breakout rooms, poles and all special features, remotely and live. • Support will be conducted by joining first sessions and being on call on the 999 channel

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.
- This may be supported be a specialist qualification.
- May be working towards relevant professional qualification.
- Good communication skills and the ability to break down technical issues and explain them in layman's terms.
- Experience of using software related to own area of specialism to extract, analyse and report on data.
- Good project management skills.
- Excellent organisational skills and meticulous attention to detail.

- Strong analytical and problem solving skills.
- Positive experience of working within a customer-services orientated environment.
- Budget management experience

Knowledge and Skills Criteria

Knowledge & Skills	Essential	Desirable
Practical knowledge of web-development languages (e.g. HTML, CSS, Javascript etc...)	X	
Project management experience		X
Practical design software skills (adobe creative suite, basic video editing, knowledge of comment file formats etc...)	X	
Excellent communication and presentation skills, including a high standard of English both in written and verbal communication	X	
Design skills – an eye for good visual design and an ability to improve and replace outdated or unsuitable products	X	
Knowledge of database technology (SQL etc...)		x
Web hosting knowledge (apache etc...)		X
Experience		
Developing e-content	X	
Working with a VLE/LMS		X
Experience in Higher Education		X
Experience training staff	X	
Experience of database administration		X
Managing online events using zoom, teams or similar		x

Personal Characteristics		
Good team player	X	
Meticulous attention to detail	X	
Ability to work under pressure	X	
Proactive troubleshooting and problem-solving skills	X	
A drive to learn and develop	X	
Able to emphasize with internal and external stakeholder requirements	x	
Flexibility – willingness to do tasks that fall outside of your job description in accordance with the changing need of the business	X	