

Role Title

IT Service Delivery Manager

Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Full Time	6	Beijing	One-year fixed term contract	National Exams IT Service Delivery Manager

Role purpose

To manage the service delivery projects for Computer Based tests & national digital projects in each region of China. To ensure the quality of project delivery. To train and manage the IT support resource in each region of China.

About us

The British Council is the UK's international organisation for cultural relations and educational opportunities. We create international opportunities for the people of the UK and other countries and build trust between them worldwide.

We work in more than 100 countries and our 8,000 staff – including 2,000 teachers – work with thousands of professionals and policy makers and millions of young people every year by teaching English, sharing the arts and delivering education and society programmes.

In China the British Council operates across five offices: Beijing, Shanghai, Guangzhou, Chongqing and Wuhan. We employ over 750 staff across the country.

The British Council operates under three legal entities in China. 1) We operate as the Cultural and Education Section of the British Embassy in Beijing and Cultural and Education Section of the British Consulate-General in Shanghai, Guangzhou, Chongqing and Wuhan. 2) Our Exams work across China operates as a Wholly Foreign Owned Enterprise - BC Education Consulting (Beijing) Company Ltd (BC 教育咨询 (北京) 有限公司)/ BC Education Consulting (Beijing) Co. Ltd Chongqing Branch (BC 教育咨询 (北京) 有限公司重庆分公司)/ BC Education Consulting (Beijing) Co. Ltd Guangzhou Branch (BC 教育咨询 (北京) 有限公司广州分公司)/ BC Education Consulting (Beijing) Co. Ltd Shanghai Shenyu Education Technology Branch (BC 教育咨询 (北京) 有限公司上海申宇教育科技有限公司). 3) We also operate as the Ying He Advertising (Beijing) Company Limited (英合广告 (北京) 有限公司). This position will be employed by BC Education Consulting (Beijing) Company Ltd (BC 教育咨询 (北京) 有限公司).

Geopolitical/SBU/Function overview:

The Exams Systems team is a key part of the China Exams team. It provides IT solutions, digitalization service, and technical support to exams operations in China.

Main opportunities/challenges for this role:

Opportunities:

- Training opportunity for new technical solutions
- Promotion opportunity for new role in Exams IT
- Cooperate with global teams
- Cooperate with external consulting vendors

Challenges:

- Cross team working
- People management

Main Accountabilities:

- Contribute on the service strategy of delivering digital projects nationally.
- Manage the design, development and delivery of national digital projects.
- Maintain good relationship with IT support partners and Venue IT staff to better support the local test and project.
- Manage corporate IT network, telecommunications and associated systems (Servers, Network, Hardware)
- Provide day to day management of the hardware and software applications in use in venues. And upgrade according to business and technical needs, in accordance with IT strategy, best practice, change and configuration management.
- Technical support to IT users on standard software and hardware. Manage support call logs, provide technical resolution within agreed period and follow up on escalated issues to meet operational requirements
- Provide technical support to all staff in the operation of business-critical IT systems. Advise local and regional business managers on technical issues, provide technical assurance and solutions for implementing new systems and maximising current use of facilities.
- Build up and manage the IT support resource for the venues within each region.
- Develop training and certification materials for various platforms.
- Delivery the training to regional IT support resource and ensure the quality of service delivery.
- To ensure all duties are delivered in line with the British Council's policy on Child Protection and Equality, Diversity and Inclusion, and these is taken into account when planning and delivering activity
- Manage information created and received in compliance with the British Council's information management standards, policies, the UK data protection principles and local legislation

Other Important Features Or Requirements Of The Job

Job involves occasional unsocial hours or weekend work and travel outside Chongqing for (onsite) technical support or test delivery. Such requirements will be managed

within HR guidelines, including work-life balance policies.

Key Relationships:

Internal:

- Internal China Exams teams in 4 China offices
- Global Information Service Teams in UK
- Global Exams system team (E&E)
- BC China IT Managers, Regional IT Hub / Global Service Team

External:

- Exam boards and platform provider
- National IT support partners
- External Exams IT vendors / consultants
- IT support resources in venues

Role Requirements:

Threshold requirements:		Assessment stage
Passport requirements/ Right to work in country	Right to work in China	Shortlisting
Direct contact or managing staff working with children?	No	N/a
Notes		
Person Specification:		Assessment stage
Language requirements (DELETE IF NOT APPROPRIATE)		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> ▪ English C1 (Aptis, IELTS 6 or equivalent) ▪ Chinese C1 (or HSK 5) 		Shortlisting
Qualifications		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
Graduate with relevant technical certification	Certification of ISO27001 /ITIL /PRINCE2(PMP) is preferred	Shortlisting
Role Specific Knowledge & Experience		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> ▪ Managing IT systems and Server administration ▪ Experience in IT risk management and disaster recovery ▪ Experience in monitoring and evaluating service level of IT Vendors 		Shortlisting and/or Interview

Role Specific Skills		
<i>Essential</i>	<i>Desirable</i>	Assessment Stage
IT Skills <ul style="list-style-type: none"> ▪ Support Windows Operation Systems and Server ▪ Trouble shooting for applications ▪ Manage Network and PC hardware 		Interview and shortlisting
British Council Core Skills		Assessment Stage
<ul style="list-style-type: none"> • Managing People - Level 2 Supervises a small team of people doing similar jobs to deliver short term tasks to agreed quality and time standards. • Managing Projects - Level 2 Examines project data and performance, reporting on progress and recommending corrective action as needed. • Communicating and Influencing - Level 2 Displays good listening, writing and speaking skills, setting out logical arguments clearly and adapting language and form of communication to meet the needs of different people/audiences. <p>Demonstrable experience of:</p> <ul style="list-style-type: none"> • Managing IT projects and or systems • Managing teams • At least two years of work experience in IT team 	<ul style="list-style-type: none"> • Managing risk – Level 2 Has track record of identifying and highlighting risks and suggesting mitigating actions. 	Interview and shortlisting
British Council Behaviours		Assessment Stage
<ol style="list-style-type: none"> 1. Being Accountable – More Demanding 2. Making It Happen - More demanding 3. Working together – More Demanding <p>Behaviors not assessed during recruitment process</p> <ol style="list-style-type: none"> 4. Creating Shared Purposes –More demanding 5. Connecting with Others – More demanding 		The position holder will be required to demonstrate <u>all six behaviours</u> , on the job. These will be assessed during year end performance

Shaping the Future - More demanding	evaluations.
Prepared by:	Date:
Zheng Chen, National IT service delivery manager	03/12/2018