Confidential V1.0 – August 2022

**Job Description – Systems Administrator**

**Role Reports to the Corporate Services Director**

**Innovation Factory Overview**

*‘Commercialising The University of Manchester’s innovations and IP*

*to create global social, economic and environmental impact’*

The University of Manchester is committed to generating world-class innovation that will create major social, economic and environmental benefit across the globe. University of Manchester Innovation Factory Ltd (“UoMIF”) is The University of Manchester’s subsidiary responsible for identifying and leading the commercialisation of its innovations and intellectual property.

The University of Manchester currently ranks 8th in the league table of European Universities and 4th in the UK ratings for the commercial impact of its patents (*Reuters Index of Europe’s most Innovative Universities 2019*). Innovation Factory has the objective of being the world’s most effective University Technology Transfer organisation.

Innovation Factory works with academic inventors from the University to identify opportunities that have the potential to create social, economic and environmental 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. Innovation 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 Innovation Factory organisation is structured to deliver its mission. It has three main functional groups: Operations, Business Development & Investment and Corporate Services. These groups work closely together in an integrated process which begins with the identification of an idea and cumulates in the creation, exploitation and management of a high-value asset such as a commercially valuable patent or spin-out.

**The Corporate Services Group - Overview**

Innovation Factory’s Corporate Services Group manages all activities related to: Finance; Legal affairs, IP protection, IT, Marketing, Comms and Talent development. The group consists of 6 teams: i) Finance, ii) Legal iii) OD & talent development iv) IP Service v) IT and vi) Marketing & Comms

The group carries out: preparation of company accounts; reporting (internal and for University); payroll; company secretarial services; training and support for spin-outs; taxation and manages the collection and payment of royalties. The group leads on all IT, governance, compliance and reporting activities for Innovation Factory and is the key interface with the University for finance, legal and governance matters.

The group has responsibility for the production, review and management of legal contracts and agreements produced internally and with the support from a panel of external legal advisors. The legal team also provide support and advice for spin-outs. The group is the interface for out-sourced HR services and is responsible for the development of talent within the organisation and spin-out companies.

The Corporate Services group also includes the IP Services Team which ensures the integrity of University IP and that its management is cost effective and rigorous and robust. This includes the management of filing of patent applications and their prosecution, management of the patent database, patent portfolio and other formalities associated with the creation and maintenance of IP.

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

The Innovation Factory‘s Marketing and Comms team is responsible for managing the internal, outward and inward flow of information, communications and market intelligence for the organisation. The team also has 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 Corporate Services Group provides guidance to the management team to help ensure that the Innovation Factory’s corporate policies are closely aligned with those of the University while still allowing the flexibility for the business to operate in a fast-moving, competitive commercial environment.

**Systems Administrator**

**Key Responsibilities & Accountabilities**

* Requirement to own projects, solutions, and key responsibilities within a larger business initiative.
* Handle business-critical IT tasks and systems that provide commercial advantage in a global marketplace.
* Maintain essential IT permissions on multiple platforms including M365, Wellspring, Hubspot, Sage & Dropbox in liaison with our IT partners.
* Facilitate both faster and smarter business processes and implement analytics that lead to meaningful insights.
* Create, deploy, and undertake ongoing maintenance surrounding internal UMIF IT policies and procedures.
* Generate internal and external partners to communicate project status, activities, and achievements.
* Manage the on and offboarding processes from an IT governance perspective.
* Monitor Cybersmart to ensure all company users are maintaining their computers and mobiles in an appropriate manner, escalating to IT partners where required.
* Interact with the IT helpdesk and other teams to assist with troubleshooting, identifying root cause, and providing technical support as and when required.
* Perform routine/scheduled audits of IT systems, including all backups.
* Lead on statistical analysis and the creation of KPI reporting.

**Skills, Experience & Qualifications**

* Qualified to degree level/L4 in a related subject e.g., IT, Computing, Computer Science.
* Excellent communication skills both written and oral.
* Proven work experience within IT systems administration.
* Experience in project management, application design/integration, and knowledge of cloud computing.
* Expertise in creating, analysing, and communicating process maps for varying workflows.
* Demonstration of statistical expertise and ability to play a part in key projects where required.
* Base knowledge of Single Sign On technologies and how they are administered.
* Knowledge of ITIL, ISO27001 and GDPR.